ALIENWARE® M17x MOBILE MANUAL

Notes, Cautions, and Warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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INTRODUCTION

Dear Valued Alienware Customer,

Welcome to the Alienware family. We are thrilled to include you among the growing number of savvy high-performance mobile users.

The Alienware technicians who have crafted your machine have made certain that your high-performance mobile is properly optimized and performs to its fullest potential. We build machines with one single unwavering purpose: Build It As If It Were Your Own. The technicians will not rest until your new machine meets or exceeds our very demanding criteria!

We have tested your machine extensively in order to ensure that you enjoy the highest levels of performance. In addition to a standard burn-in period, your system has been evaluated using real-world tools such as synthetic performance benchmarks.

We invite you to share your experience with your new high-performance mobile with us, so please do not hesitate to either e-mail or call Alienware with any questions or concerns. The entire staff shares your enthusiasm for new technology and we hope that you enjoy using your new mobile as much as Alienware enjoyed building it for you.

Sincerely,

Alienware Staff

CHAPTER 1: SETTING UP YOUR NOTEBOOK

Before Setting Up Your Notebook

Congratulations on the purchase of your Alienware® M17x!

Please read all safety and setup instructions before plugging in your new notebook. Begin by carefully opening the box and removing all components that were shipped to you. Before setting up your notebook or components, be sure to inspect all items for any physical damage that may have occurred during shipment. Be sure to report any damaged items to customer service immediately upon receiving your shipment. You must report shipping damage within the first 5 days of receiving the shipment or your damage report will not be honored.

Before setting up your notebook or components, please refer to the included invoice to verify that all items ordered are present. Report any missing components to customer service within 5 days of receiving the shipment. Anything reported missing after the first 5 days of receiving a shipment will not be honored. Some of the most common items to check for include:

- Notebook and AC adapter with power cord
- Microsoft CD-Key located at the bottom of the notebook
- Monitor with power cord and video cable (if ordered)
- Keyboard (if ordered)
- Mouse (if ordered)
- Multimedia speakers and sub-woofer (if ordered)
- Joystick controllers (if ordered)

You may also need a small flathead and/or Phillips head screwdriver for connecting peripheral cables to the notebook.

Product Documentation and Media

The documentation that ships with your Alienware® mobile is designed to provide answers to many of the questions that may arise as you explore your new notebook's capabilities. You may refer to the documentation for technical information or general use as needed to answer questions in the future, or aid you in finding answers and solutions. The media included with your notebook is referenced in some sections of the documentation and may be needed to complete certain tasks. As always, our Technical Support staff is available to assist you.

Location and Positioning of Your Notebook

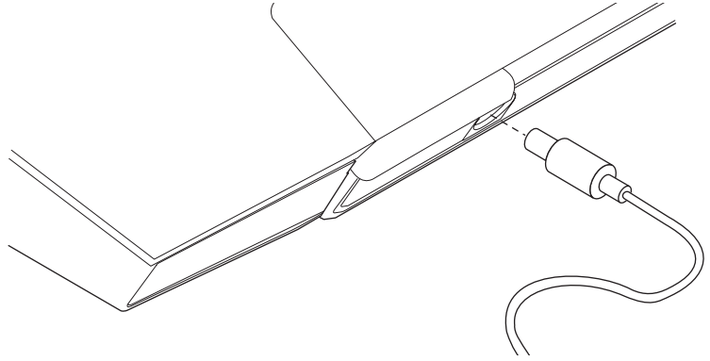
WARNING: Do not place the notebook near or over a radiator or heating vent. If all or parts of your notebook are placed in a cabinet, ensure that adequate ventilation is provided. Do not place the notebook in a humid location or in any area where the notebook may be exposed to rain or water. Be careful not to spill liquid of any kind on or into the notebook.

When positioning your notebook, be sure that:

- It is placed on a surface that is both level and stable.
- The power and other cable connectors are not jammed between the notebook and a wall – or any other object.
- Nothing obstructs airflow in front of, behind, or below the notebook.
- The notebook has enough room so that optical drives and other external storage drives can be easily accessed.

Setting Up Your Alienware Mobile

STEP 1. Connect the AC Adapter to the Back of Your Notebook



WARNING: The AC adapter works with electrical outlets worldwide. However, power connectors and power strips vary among countries. Using an incompatible cable or improperly connecting the cable to a power strip or electrical outlet may cause fire or equipment damage.

NOTE: The 240 W AC adapter must be plugged in to the notebook for maximum gaming performance.

STEP 2. Press the Power Button

STEP 3. Windows Vista® Setup

CAUTION: Do not interrupt the operating system's setup process. Doing so may render your notebook unusable.

If you selected Windows Vista operating system while ordering, your notebook is preconfigured with Windows Vista. To set up Windows Vista for the first time, follow the instructions on the screen. These steps are mandatory and may take up to 15 minutes to complete. The screens will take you through several procedures including accepting license agreements, setting preferences, and (optionally) setting up an Internet connection.

Connecting to the Internet

If you do not set up your Internet connection during the Vista Setup,

1. Click **Start** (Windows Vista® logo) > **Control Panel** > **Network and Internet**.
2. Click **Connect to the Internet**.
3. Follow the instructions on the screen.

For more help and information about creating a new Internet connection, click **Start** (Windows Vista® logo) > **Help and Support** and perform a search for "Internet connection."

Connecting to a Home Network

1. Click **Start** (Windows Vista® logo) > **Control Panel** > **Network and Internet**.
2. Click **Connect to a network** located in **Network and Sharing Center** section.
3. Follow the instructions on the screen.

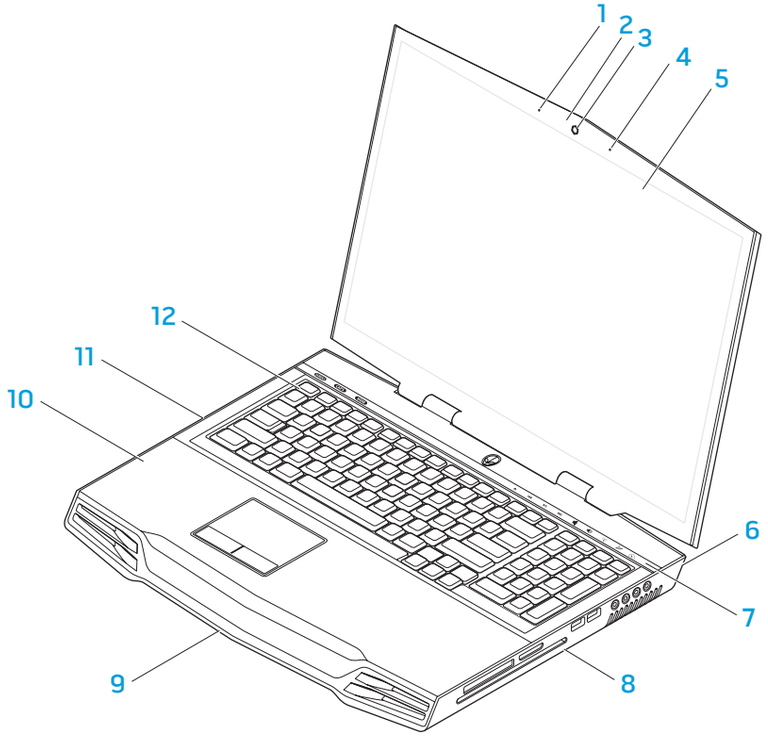
For more help and information about networking, click **Start** (Windows Vista® logo) > **Help and Support** > **Table of Contents** and click **Networking** from the list of help topics.

This chapter provides information about your new notebook to familiarize you with its various features and get you up and running quickly.

CHAPTER 2: GETTING TO KNOW YOUR NOTEBOOK

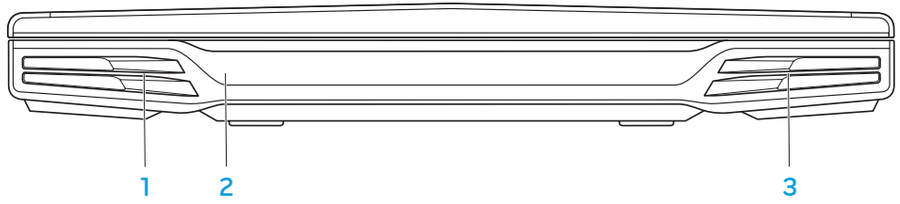
Examining Your Notebook

Before you start using your notebook, you need to get acquainted with your notebook's main features and interfaces:



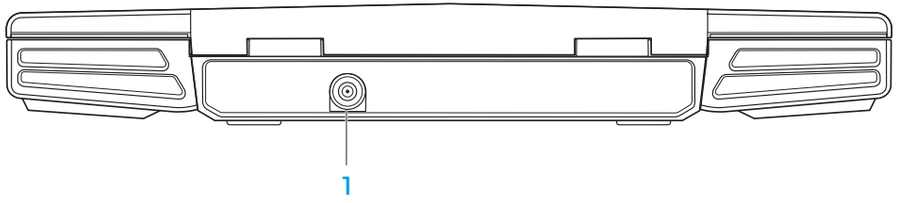
1 left digital array microphone
2 webcam activity indicator
3 webcam
4 right digital array microphone
5 edge-to-edge LCD with integrated webcam and digital array microphone
6 back of the notebook
7 touch capacitive strip
8 right side of the notebook
9 front of the notebook
10 palm rest
11 left side of the notebook
12 keyboard

Front View Features



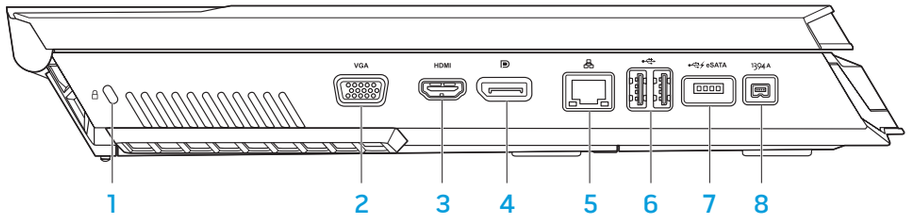
1 left speaker
2 consumer IR underneath
3 right speaker

Back View Features



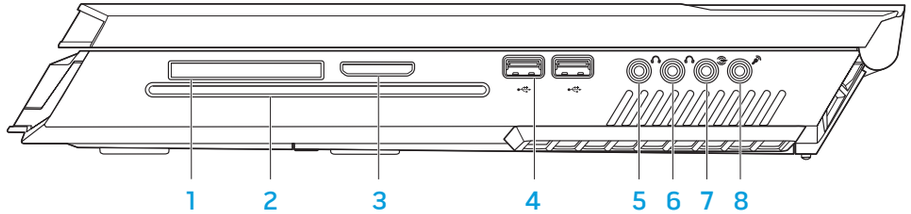
1 AC adapter connector

Left View Features



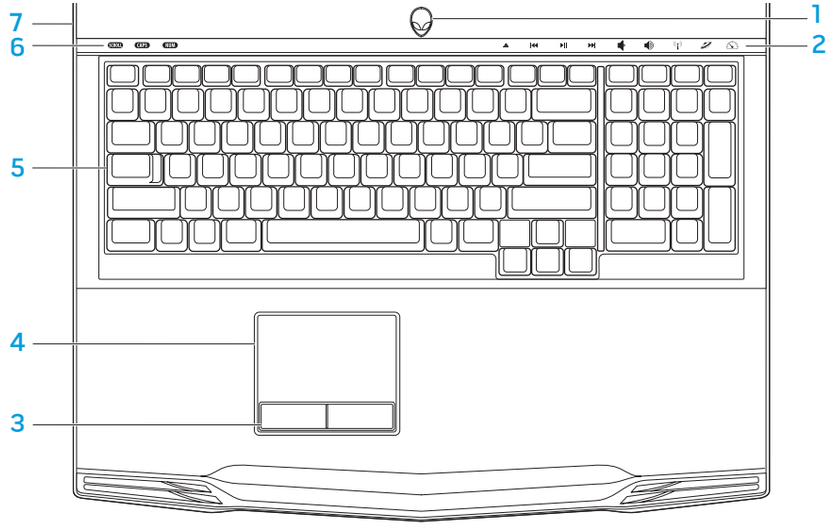
1 kensington lock
2 VGA connector
3 HDMI-Out connector
4 DisplayPort connector
5 RJ45 LAN connector
6 USB connectors (2)
7 USB/eSATA combo connector with USB PowerShare feature
8 IEEE 1394A connector

Right View Features



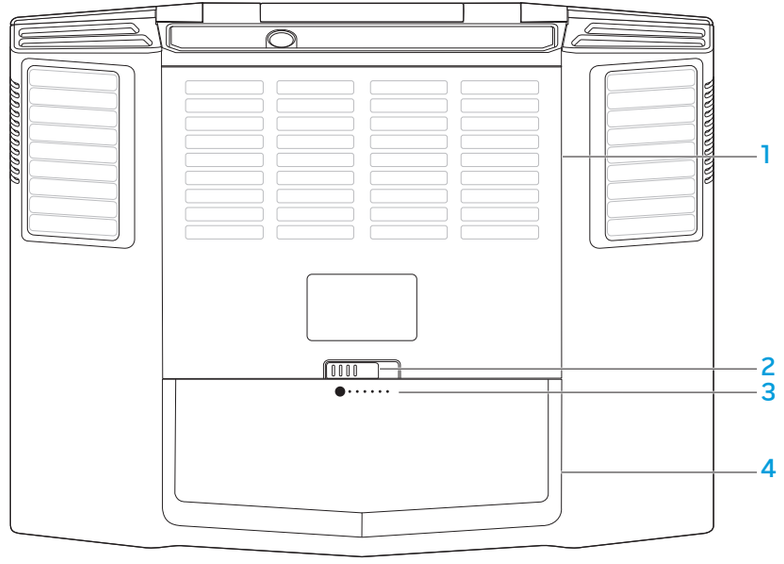
1 ExpressCard slot
2 optical drive
3 media card slot
4 USB connectors (2)
5 front speakers (left and right) Audio Out connector/headphone jack (Green)
6 center speaker and subwoofer Audio Out connector/headphone jack (Orange)
7 rear surround (left and right) Audio Out connector (Black)
8 Audio In connector/microphone jack

Top View Features



1 power button
2 touch controls (9)
3 touch pad buttons on rocker (2)
4 touch pad
5 keyboard
6 status LEDs (3)
7 hinge cover

Bottom View Features



1 compartment door
2 battery latch
3 battery meter
4 battery pack

Status LEDs

The three status LEDs are located at the top-left side of the keyboard. For the exact location, please refer to the "Top View Features" diagram on page 13.

Scroll Lock LED

The LED lights up when the scroll lock option is switched on.

Caps Lock LED

The LED lights up when the keyboard is in Caps Lock mode. In this mode, all characters you type are in uppercase.

Number Lock LED

The LED lights up when the keyboard is in Num Lock mode. In this mode, the embedded numeric keypads can be used.

Power Button

This button is programmable by the user. For details on how to program this button, please refer to Power Options in the Control Panel of Microsoft Windows operating system.

The Power Button is located in the center of the hinge cover. For the exact location, please refer to the "Top View Features" diagram on page 13.

The color of the AlienHead rim indicates the power status. The color indicating the power status can be changed through the AlienFX® software.

On AC adapter:

Blue or custom AC-color	The battery is fully charged.
Blue or custom AC-color fading into Amber or custom battery-color	The notebook is powered off or on and the battery is being charged.
Blue or custom AC-color fading into Black	The notebook is in sleep mode.

On battery:

Amber or custom battery-color	The battery is fully charged.
Amber or custom battery-color fading into Black	The notebook is in sleep mode.
Blinking Amber or custom battery-color	The battery charge is low.

NOTE: Custom AC-color or Custom battery-colors are assigned by the user when on AC-Mode or Battery-Mode.

For more details on Standby and Hibernate, please refer to Power Options in the Control Panel of your Microsoft Windows operating system.

Touch Controls

The touch controls are located near the top of the keyboard. For the exact location, refer to the "Top View Features" diagram on page 13. To activate, gently touch the desired control. The control will illuminate temporarily to confirm your selection.

Eject

Rewind/Play previous track

Play/Pause

Fast Forward/Play next track

Decrease volume

Increase volume

Wireless Control - Switch wireless communications on/off

(for details, refer to "Using the Wireless Control" on page 25)

Alienware Command Center

(for details, refer to "Alienware Command Center" on page 24)

Stealth Mode - Switch computer to low power state

(for details, refer to "Stealth Mode" on page 25)

Function Keys

NOTE: Depending on the configuration of the notebook you have purchased, some of the function keys may have no function.

The <Fn> key is located near the bottom-left corner of the keyboard. This key is used together with other keys to activate certain pre-defined functions. To activate these functions, press and hold down the <Fn> key along with the key described below:

F1 – Suspend Mode

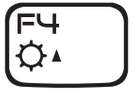
Press <Fn><F1> to enter suspend mode. In suspend mode, the LCD display and selected devices will be switched off for less energy consumption.

F2 – Check Battery Status and Battery Charge Disable/ Enable

Press <Fn><F2> to toggle between the Battery Status Meter, Battery Charge Disable feature, and Battery Charge Enable feature.

F3 – Mute on/off

Press <Fn><F3> to enable or disable the mute function for the audio.



F4 – Increase Display Brightness

Press <Fn><F4> to increase the brightness of the LCD display.

F5 – Decrease Display Brightness

Press <Fn><F5> to decrease the brightness of the LCD display.

F6 – Extend Desktop

Press <Fn><F6> to switch between the various external display options available either simultaneously or separately.

F7 – Toggle between Integrated/Discrete Graphics

Press <Fn><F7> to switch between integrated graphics and discrete graphics.

Integrated/binary graphics can be used to reduce your notebook's power consumption and extend your battery life, when the high graphics performance of your discrete GPU(s) is not required.

Discrete graphics can be used when maximum performance is required.

Switching between integrated/binary graphics and discrete graphics may require a reboot depending on your system configuration and the operating system. When in integrated/binary graphics mode, your discrete graphics card(s), and their cooling fans are turned off to save power. The use of external display devices is not supported in the integrated/binary graphics mode.

F9 – Webcam on/off

Press <Fn><F9> to switch off or switch on the webcam module.

F10 – Microsoft Mobility Center on/off

Press <Fn><F10> to launch or close the Microsoft Mobility Center application.

F11 – AlienFX® on/off

Press <Fn><F11> to disable or enable the AlienFX illumination.

F12 –Touch Pad on/off

Press <Fn><F12> to switch off or to switch on the touch pad function and the illumination around the touch pad. When the touch pad function is switched off, the touch pad can still work temporarily for three to five seconds while the system reboots into the Windows® operating system, or resumes from standby or hibernation.

Battery Pack

Your notebook is equipped with a high-energy rechargeable lithium ion (Li-ion) battery pack. Battery life will vary depending on the notebook configuration, notebook model, applications installed, power management settings of the notebook, and notebook features used by the customer. As with all batteries, the maximum capacity of this battery will decrease with time and usage.

The battery meter LEDs on the battery pack indicates the charge level of the battery. When you press the battery meter once, the charge level LEDs illuminate. Each of 5 LED represents approximately 20% of the total battery charge. For example, if 4 LEDs light up, there is 80% of battery charge remaining and if no LEDs light up, there is no charge remaining in the battery.

Recharging the Battery Pack

Your notebook supports both on-line and off-line recharge. Follow the procedure below to recharge battery:

- Make sure the battery pack is installed in the notebook.
- Connect the AC adapter to the notebook and to an electrical outlet.

The power button LED is available to reflect the power and battery status. For details on the power button LED, refer to "Power Button" on page 14. When the notebook is OFF, a depleted Li-ion battery will take three hours to recharge.

Removing and Replacing the Battery Pack

This battery pack can easily be removed and replaced. Make sure that the notebook is properly shut down before changing the battery pack.

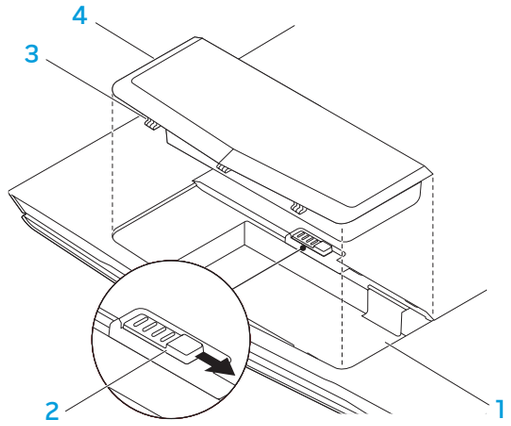
CAUTION: To avoid damage to the notebook, use only the battery designed for this particular Alienware notebook. Do not use batteries designed for other Alienware or Dell computers.

Follow the steps below to remove the battery pack.

1. Shut down the notebook.
2. Flip the notebook upside down.
3. Push the battery latch to the unlock position as shown.
4. The battery pack will pop up.
5. Remove the battery pack.

Follow the steps below to replace the battery pack.

1. Align the three battery pack tabs with the battery bay.
2. Slide the battery pack into the battery bay until the battery pack clicks into place.



1 battery bay
2 battery latch
3 battery pack tabs (3)
4 battery pack

Battery Maintenance

To maintain the battery pack's maximum capacity, you should occasionally let the notebook deplete its battery power completely before recharging.

To carry out a complete depletion of the battery, disconnect the AC adapter and let your notebook consume the remaining battery power. To speed up the depletion, use the hard drive as much as possible and set the LCD as bright as possible. When the battery is depleted or fully discharged, wait for the notebook to cool down (especially the battery). The temperature should be within 15°-25°C (59°-77°F). Then connect the AC adapter to recharge the battery.

Questions and Answers

Q: I can feel a mild heat next to the battery pack. Is this normal?

A: The battery will generate heat during recharging and discharging. There is a protection circuit inside the notebook to prevent overheating. You do not need to worry.

Q: My battery operation time is not as long as it should be. Why?

A: The battery is heat sensitive and can only be charged to its maximum if the battery and its environmental temperature remain within 15°-25°C (59°-77°F). The more the temperature deviates from this range during recharging, the less chance there is for the battery to be fully charged. In order to recharge the pack to its full capacity, users are requested to cool down the unit by unplugging the AC adapter. Wait until it is cooled down. Then plug in the AC adapter to start recharging again.

Q: I did not use my spare battery for a few days. Even though it was fully recharged, there wasn't as much power left as a newly charged one. Why?

A: The batteries will self-discharge (1% per day for Li-ion) when they are not being recharged. To make sure a battery pack is fully charged, recharge before use. Always keep the battery inside the notebook and have the AC adapter connected whenever possible.

Q: I did not use my spare battery for months. I am having a problem recharging it.

A: If you happen to leave your battery pack to go through an extended period of self-discharge, say more than three months, the battery voltage level will become too low and needs to be Pre-Charged (to bring the battery voltage level high enough) before it automatically (for Li-ion only) resumes its normal Fast Charge. Pre-Charge may take 30 minutes. Fast Charge usually takes 2-3 hours.

Power Management

Understanding Power Consumption

In order to fully utilize the power of your battery packs, it would be a good idea for you to spend some time acquiring a basic understanding of the power management concept from your operating system.

In Windows® operating systems, you can go through **Power Options** of the **Control Panel** according to the version of the Windows® operating system the notebook uses. Power options in Windows Vista® include three preferred power plans to choose from:

- Balanced
- Power Saver
- High Performance

Customizing Your Notebook's Power Settings:

1. Click **Start** (Windows Vista® logo) > **Control Panel**.
2. Click **Classic View** from the task panel.
3. Double-click the **Power Options** icon.
4. Select a power plan from the options show. To customize specific settings, click **Change plan settings** beneath the selected power plan.

Reducing Power Consumption

Although your notebook (together with the operating system) is capable of power conservation, there are measures you can take to reduce the power consumption:

- Use the AC power whenever possible.
- Lower the intensity of the LCD backlight. A very bright screen translates to higher power usage.
- Use <Fn><F7> to switch from discrete graphics mode to integrated graphics mode. You may have to reboot your computer to switch modes. For more details see "Hybrid Graphics and Integrated Graphics Behaviors" on page 30.
- Switch to the Stealth mode to switch from discrete to integrated/binary graphics mode and to activate additional system power savings to extend battery life and to reduce power consumption. Switching into and out of Stealth mode may require a reboot depending on your system configuration and the operating system.

NOTE: The battery pack should be locked in the battery compartment all the time.

This section provides information about connecting optional devices to your notebook to enhance your audio, visual, and digital experience.

CHAPTER 3: CONNECTING DEVICES

Connecting External Displays

If you want to enjoy your computing environment on a bigger scale visually, or extend your desktop area, you can connect an external display such as a standalone monitor, an LCD TV, or a projector.

NOTE: The external display connections in your Alienware notebook are connected to your discrete graphics card(s). When you want to use an external display device, turn off the integrated graphics (<Fn><F7>). This will active the discrete graphics in your computer, and enable the external display interfaces.

Connecting a Display

For the best picture quality, use the DisplayPort or HDMI connector on your digital display. If your display does not have a DisplayPort or HDMI connector, you can connect to the display using either a VGA cable from the notebook's 15-pin VGA connector or a DVI cable via a DisplayPort-to-DVI adapter. This adapter can be purchased through Alienware, Dell, or other electronics retailers.

1. Turn off your notebook.
2. Turn off the digital display and unplug it from the power supply.
3. Connect one end of the display cable to the DisplayPort, HDMI, or VGA connector on your Alienware notebook.
4. Connect the other end of the cable to the same connector on your display.
5. If you are using a DisplayPort-to-DVI adapter, first connect this adapter to the DisplayPort connector on your Alienware notebook and then connect a DVI cable to the DVI connector on the adapter and tighten the thumb screws. Connect the other end of the DVI cable to the DVI connector on your display.
6. If necessary, connect one end of the power cord to the display's power connector.
7. Connect the other end of the power cord to a grounded three-prong power strip or wall outlet.
8. Turn on your notebook, and then turn on your display.

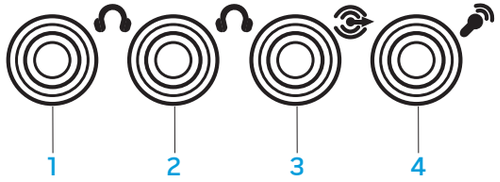
Extending the Desktop

1. With the external display connected, right-click on the desktop and select **Personalize**.
2. Select **Connect to a projector or other external display** in the upper left portion of the screen.
3. Click **Connect Display**.
4. Select from the below options that appear on the screen:
   - **Duplicate my display on all displays (mirrored)**
   - **Show different parts of my desktop on each display (extended)**
   - **Show my desktop on the external display only**
5. Click **Apply** to apply your changes and then click **OK** to exit the Display Settings control panel.

NOTE: When using NVIDIA Graphics with SLI enabled, only a single display may be active at a time.

Connecting External Speakers

Your Alienware notebook has three integrated audio out connectors and one audio in connector. The audio out connectors deliver quality sound and support 5.1 surround audio. You can connect the audio input connector from a home stereo or speaker system for a heightened gaming and media experience.



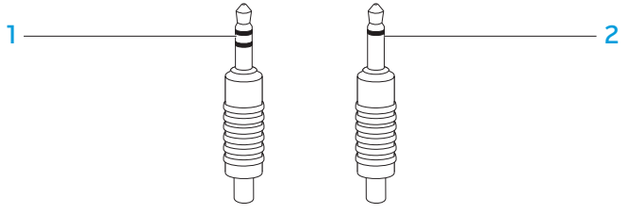
1 front speakers (left and right) Audio Out connector/headphone jack (Green)

2 center speaker and subwoofer Audio Out connector/headphone jack (Orange)

3 rear surround (left and right) Audio Out connector (Black)

4 Audio In connector/ microphone jack

Two types of audio connectors:



1 stereo jack - Your headpone jack should have this type of connector

2 mono jack - Your microphone should have this type of connector

Connecting Printers

Connecting a Plug and Play Printer

If your printer supports plug and play, Windows Vista will detect it and attempt to install the printer automatically. In some cases, Windows may require a driver for the printer. This driver is located on the software CD that is included with the printer.

1. Connect the printer's USB cable to an available USB connector, located at the sides of the notebook.
2. Connect the printer's power cord to a grounded, three-prong power-strip, uninterruptible power supply, or wall outlet.
3. Turn on the printer and Windows Vista will automatically detect it and install the appropriate driver.

Connecting a Non Plug and Play Printer

1. Click the **Start** button (Windows logo).
2. Click **Control Panel**.
3. Click **Hardware and Sound**.
4. Click **Add a printer** and follow the instructions on the screen.

For further information, please refer to your printer's documentation.

Connecting USB Devices

Plug the USB device into an available USB connector on your notebook. Windows Vista will detect the device and attempt to install the appropriate driver automatically. In some cases, Windows may require a driver. This driver is located on the software CD that is included with the device.

If your keyboard or mouse uses a USB connection, insert its USB connector into an available USB connector on the notebook. For further information, please refer to your device's documentation.

The USB/eSATA combo connector with USB PowerShare feature can connect to eSATA compatible devices and USB devices. This connector can also be used for charging USB devices when the computer is on/off or in sleep state.

The USB PowerShare feature is enabled in the BIOS setup by default. When the notebook is on battery mode, you can disable the feature through the **Advanced Menu** in BIOS (for details, refer to "Entering System Setup" on page 27).

NOTE: The USB PowerShare will be automatically shut off when only 10% of total battery life remains.

Connecting FireWire (IEEE 1394) Devices

Plug the FireWire device into the FireWire connector on your notebook. Windows Vista will detect the device and attempt to install the appropriate driver automatically. In some cases, Windows may require a driver. This driver is located on the software CD that is included with the device.

For further information, please refer to your device's documentation.

Alienware Command Center

The Alienware® Command Center gives you access to Alienware's exclusive software and is a continuously upgradable control panel. As Alienware releases new programs, they download directly into the Command Center allowing you to build a library of system management, optimization, and customization tools. You can access Alienware Command Center by gently touching the touch control located near the top of the keyboard. The control will illuminate temporarily to confirm your selection. For the exact location of the control, refer to the "Top View Features" diagram on page 13.

CHAPTER 4: USING YOUR NOTEBOOK

Stealth Mode

Stealth Mode helps you switch your notebook to a low power state to facilitate the use of a 65 W auto/air adapter. This state is well suited for casual use such as e-mail, music/video/DVD playback. Stealth mode will switch the notebook from discrete to integrated graphics mode, and also incorporate additional system power savings to extend battery life and reduce power consumption. Switching into and out of Stealth mode may require a reboot depending on your system configuration and the operating system.

You can access Stealth Mode by gently touching the touch control located near the top of the keyboard. The control will illuminate to full brightness until the function is deactivated. For the exact location of the control, refer to the "Top View Features" diagram on page 13.

Using Removable Media and Cards

Please observe the safety measures below:

When the ExpressCard is not inserted into the ExpressCard slot, make sure this slot is covered by the spring-loaded slot door attached to your notebook. The ExpressCard slot door protects the unused slot from dust and other particles.

When no card (SD/MMC/MS Cards) is inserted into the media slot, make sure that the blank card that shipped with your notebook is inserted in this slot. The blank card protects the unused slot from dust and other particles. When inserting the blank card, make sure that the arrow on the card is on the top. Inserting the blank card upside down may cause damage to your notebook.

Using the Optical Drive

Your notebook has a slot load optical drive. Depending on the configuration ordered, your notebook is configured with one or more of the following drive types. These logos are used to indicate each drive's respective capabilities and media compatibility.

DVD±R/W Dual Layer Writer	A DVD±R/W drive can read CD-ROM, CD-R, CD-R/W, DVD, DVD+R/W and DVD-R/W media. It can also record to CD-R, CD-RW, DVD+R/W and DVD-R/W and DVD+R Dual Layer (DL) media.
Blu-ray Disc Reader/Writer	A Blu-ray drive can read CD-ROM, CD-R, CD-R/W, DVD, DVD+R/W, DVD-R/W, DVD+R Dual Layer (DL), BD-ROM, BD-R, and BD-RE media. It can also record to CD-R, CD-R/W, DVD+R/W, DVD-R/W, DVD+R Dual Layer (DL), BD-R, and BD-RE media.

Using the Integrated Webcam

Turning the Webcam On and Off

Press the key combination <Fn><F9> to switch on or switch off the webcam module. After switching on the webcam, you need to activate its function through the Microsoft Windows operating system. In addition, you can also use Windows Movie Maker to create, edit, and share videos.

Using the Wireless Control

The wireless control allows you to quickly turn all of your wireless radios (Bluetooth® and WLAN) off, such as when you are asked to disable all wireless radios on an airplane flight. Gently touching this control one time turns all of your radios off. Gently touching it again returns your wireless radios to their respective states they were in before you touched the control the first time.

Working With RAID

A redundant array of independent disks (RAID) is a disk storage configuration that increases performance or data redundancy. There are two basic RAID levels discussed in this section.

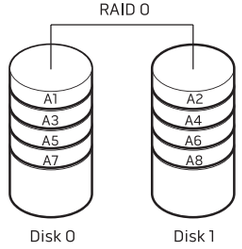
- RAID level 0 is recommended for higher performance (faster throughput).
- RAID level 1 is recommended for users who need a high level of data integrity.

NOTE: RAID requires multiple hard drives. The number of hard drives required varies depending on the RAID configuration.

RAID Level 0

CAUTION: RAID level 0 provides no redundancy. Therefore, a failure of one drive results in the loss of all data. Perform regular backups to protect your data.

RAID level 0 uses data striping to provide a high data access rate. Data striping writes consecutive segments, or stripes, of data sequentially across the physical drive(s) to create a large virtual drive. This allows one of the drives to read data while the other drive is searching for and reading the next block.

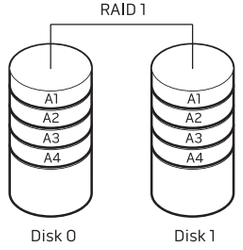


RAID 0 uses the full storage capacities of both drives. For example, two 2 GB hard drives combine to provide 4 GB of hard drive space on which to store data.

NOTE: In a RAID 0 configuration, the size of the configuration is equal to the size of the smallest drive multiplied by the number of drives in the configuration.

RAID Level 1

RAID level 1 uses data mirroring to enhance data integrity. When data is written to the primary drive, the data is also duplicated, or mirrored, on the secondary drive in the configuration. RAID 1 sacrifices high data-access rates for data redundancy.



If a drive failure occurs, read and write operations are directed to the remaining drive. A replacement drive can then be rebuilt using the data from the remaining drive.

NOTE: In a RAID 1 configuration, the size of the configuration is equal to the size of the smallest drive in the configuration.

Configuring the BIOS

System Setup

The System Setup options allow you to:

- Change the system configuration information after you add, change, or remove any hardware in your notebook.
- Set or change a user-selectable option.
- Read the current amount of memory or set the type of hard drive installed.

Before you use System Setup, it is recommended that you write down the current System Setup information for future reference.

CAUTION: Do not change the settings in System Setup unless you are an expert computer user. Certain changes can cause your computer to work incorrectly.

Entering System Setup

1. Turn on (or restart) your notebook.
2. While the notebook is booting, press <F2> immediately to access the BIOS Setup Utility.
   If an error occurs during POST (Power On Self Test), you may also enter the BIOS Setup Utility by pressing <F2> when prompted.

NOTE: If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop, then shut down your notebook and try again.

NOTE: Keyboard failure may result when a key on the keyboard is held down for extended periods of time. To avoid possible keyboard failure, press and release <F2> in even intervals until the System Setup screen appears.

System Setup Screens

The BIOS Setup Utility window displays current or changeable configuration information for your notebook. Information is divided into five menus: **Main**, **Advanced**, **Security**, **Boot**, and **Exit**.

Key functions appear at the bottom of the Setup Utility screen and lists keys and their functions within the active field.

System Setup Options

NOTE: Depending on your computer and installed devices, the items listed in this section may not appear, or may not appear exactly as listed.

Main Menu

System Time	Displays the system time.
System Date	Displays the system date.
BIOS Version	Displays the BIOS revision.
Product Name	Displays the model number of the system.
CPU Type	Displays the type of processor.
CPU Speed	Displays the speed of the processor.
CPU Cache Size	Displays the processor cache size.
CPU ID	Displays the ID of the processor.
SATA ODD	Displays the configuration of the SATA compatible optical drive.
Fixed HDD1	Displays the configuration of the primary hard drive.
Fixed HDD2	Displays the configuration of the secondary hard drive.
System Memory	Displays the memory available in the system.
Extended Memory	Displays the total memory size.
AC Adapter Type	Displays the type of AC adapter.
Memory Speed	Displays the memory speed.

Advanced Menu

Summary Screen	Allows you to enable or disable the diagnostic screen during boot.
QuickBoot Mode	Allows you to enable or disable the quick boot mode by which the system can skip certain tests while booting. This option will decrease the time needed to boot the system.
Intel® Virtualization Technology	Allows you to enable or disable the virtualization technology. This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology.
Integrated NIC	Allows you to enable or disable the on-board LAN controller. ▪ Disabled: Internal LAN is off and is not visible to the operating system. ▪ Enabled: Internal LAN is enabled.
Internal Bluetooth	Allows you to enable or disable the internal Bluetooth device. ▪ Disabled: The internal Bluetooth device is off and is not visible to the operating system. ▪ Enabled: The internal Bluetooth device is enabled.
SATA Operation	Allows you to configure the operating mode of the integrated SATA hard drive controller. ▪ ATA: SATA is configured for ATA mode. ▪ AHCI: SATA is configured for AHCI mode. ▪ RAID: SATA is configured for RAID mode.

Advanced Menu	
USB Emulation	Allows you to enable or disable the USB emulation feature. This option defines how the BIOS, in the absence of a USB-aware operating system, handles USB devices. USB emulation is always enabled during POST (Power On Self Test). Note: You cannot boot any type of USB device (floppy, hard drive, or memory key) when this option is off.
USB Powershare	Allows you to enable or disable the USB PowerShare feature. This feature is intended to allow users to charge external devices using the stored system battery power through the USB PowerShare connector on the notebook, even while the notebook is turned off.
USB Wake Support	Allows you to enable USB devices to wake the system from Standby or to disable the USB wake support feature.
Adapter Warning	Allows you to choose if the system should display warning messages when you use certain power adapters. The system displays these messages if you attempt to use a power adapter that has too little capacity for your configuration.
Over Clocking	Displays the sub-menu with more information and options. See the Over Clocking Sub-Menu table for details.
Graphics Setting	Displays the sub-menu with more information and options. See the Graphics Settings Sub-Menu table for details.

Over Clocking Sub-Menu	
CPU Frequency	Displays the frequency of the processor.
CPU Multiplier	Displays the CPU multiplier. The CPU multiplier multiplied by the front-side bus (FSB) clock speed determines the core speed of the processor. CPU core clock = FSB Frequency/4 x CPU multiplier
Unlocked CPU	Displays if the processor is unlocked or not. ▪ Yes ▪ No
Memory Frequency	Displays the frequency of the memory.
Memory Channel Mode	Displays the memory channel modes. ▪ Single ▪ Dual
Memory CAS Latency	Displays the memory CAS latency.
Processer Multiplier Selection	Allows you to set the internal frequency multiplier of the CPU.
Select Clock Mode	Allows you to choose the FSB-memory system clock mode. ▪ Auto ▪ Unlinked
Memory Frequency	Allows you to enter the memory frequency (decimal editable).
FSB Frequency	Allows you to enter the FSB frequency (decimal editable).

Graphics Settings Sub-Menu

Hybrid Graphics	Allows you to enable or disable the Hybrid Graphics feature. Hybrid Graphics is only supported in Windows Vista and needs to be disabled in other operating systems or for AMD discrete graphics cards.
Integrated GPU	Allows you to switch between Integrated and Discrete GPU.

Hybrid Graphics and Integrated Graphics Behaviors

Operating System	Hybrid Graphics Setting	Integrated Graphics Setting	Graphics Enabled
Vista	On	Grayed out	NVIDIA® discrete Gfx single/SLI (dGPU) and NVIDIA® GeForce® 9400M G (iGPU)
Vista	Off	Off	AMD™ discrete Gfx single/ Crossfire or NVIDIA® discrete Gfx single/SLI (dGPU)
Vista	Off	On	NVIDIA® GeForce® 9400M G (iGPU)
XP	Off	Off	AMD™ discrete Gfx single/ Crossfire or NVIDIA® discrete Gfx single/SLI (dGPU)
XP	Off	On	NVIDIA® GeForce® 9400M G (iGPU)

NOTE: The computer will have to be rebooted to switch from iGPU to dGPU or vice versa. The need for a reboot applies to all the cases listed in the table where Hybrid Graphics is off.

Security Menu

Supervisor Password is	Displays if the supervisor password is clear or set.
User Password is	Displays if the user password is clear or set.
Set Supervisor Password	Allows you to set the supervisor password. The supervisor password controls access to the system setup utility.
Set User Password	Allows you to set the user password. The user password controls access to the system at boot.
Password on boot	Allows you to enable or disable password entry on boot.
Service Tag	Displays your system's Service Tag. If the Service Tag was not already set, you would be able to use this field to set it. This option allows you to set your system's Service Tag. The Service Tag is a unique, 7-digit, alpha-numeric system identifier assigned to your computer. The Service Tag allows support to identify the type of system you have in order to provide you with the best possible support. You will not be able to set an Admin or Primary password until you set the Service Tag. The Service Tag can be found on a bar-coded label on the bottom of your system. This label also includes the Express Service Code. The first character of the tag can be a number or any letter from A-Z. The remaining characters can be a number or any letter from A-Z except for the vowels (A, E, I, O, and U).
Asset Tag	Displays the asset tag.

Security Menu

Computrace®	Allows you to activate or disable the BIOS module interface of the optional Computrace® Service from Absolute® Software. The Computrace® agent from Absolute® Software is a service solution designed to help track assets and provide recovery services in the event the computer is lost or stolen. The Computrace® agent communicates with the Absolute® software Monitoring Server at programmed intervals to provide the tracking service. By activating the service, you consent to the transmission of information from and to your computer and the Absolute® Software Monitoring Server. The Computrace® service is purchased as an option and the monitoring Server will enable its agent security module through an interface provided by the BIOS. ▪ Deactivate: the Computrace® module interface is not active. ▪ Disable: permanently block the Computrace® module interface. ▪ Activate: permit the Computrace® module interface. The Absolute® Anti-Theft solution is presently Deactivated. Note that the activate or disable options will permanently activate or disable the feature and no further changes will be allowed.

Boot Menu

When <F12> is pressed during POST (Power On Self Test), you will be presented with a list of boot options. You can select a device to boot from (i.e., override the existing boot list for that particular boot) or to perform one of several other actions.

List of boot options:

- Hard Drive
- USB Storage
- CD/DVD/CD-RW Drive
- Removable Devices
- Network
- Diagnostics

Exit Menu

Exit Saving Changes	Allows you to exit System Setup and save your changes to CMOS.
Exit Discarding Changes	Allows you to exit utility without saving Setup data to CMOS.
Load Setup Defaults	Allows you to load default values for all Setup items.
Discard Changes	Allows you to load previous values from CMOS for all Setup items.
Save Changes	Allows you to save Setup data to CMOS.

CHAPTER 5: INSTALLING ADDITIONAL OR REPLACEMENT COMPONENTS

This chapter provides guidelines and instructions for increasing the processing power, storage space, and communication options by upgrading equipment. You can purchase components for your notebook at **www.dell.com** or **www.alienware.com**.

NOTE: Refer to the Alienware Service Manual at the Dell™ support website, **support.dell.com** for installation instructions of all serviceable components. Parts purchased from Dell and Alienware will ship with specific replacement instructions.

Before You Begin

This section provides procedures for removing and installing the components in your notebook. Unless otherwise noted, each procedure assumes that the following conditions exist:

- You have performed the steps in "Turning Off Your Notebook" and "Before Working Inside Your Notebook" in this section.
- You have read the safety information that shipped with your notebook.
- A component can be replaced or—if purchased separately—installed by performing the removal procedure in reverse order.

Turning Off Your Notebook

CAUTION: To avoid losing data, save and close all open files and exit all open programs before you turn off your notebook.

1. Save and close all open files and exit all open programs.
2. In Microsoft® Windows Vista®, click **Start** (Windows Vista® logo), click the arrow, and then click **Shut Down**.
   The notebook turns off after the operating system shutdown process finishes.
3. Ensure that the notebook and any attached devices are turned off. If your notebook and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for at least 8 to 10 seconds until the notebook turns off.

Before Working Inside Your Notebook

Use the following safety guidelines to help protect your notebook from potential damage and to help to ensure your own personal safety.

WARNING: Before working inside your notebook, read the safety information "GENERAL AND ELECTRICAL SAFETY PRECAUTIONS" on page 58 and "DETAILED SAFETY, ENVIRONMENTAL, AND REGULATORY INFORMATION" on page 60. For additional safety best practices information, see the Regulatory Compliance Homepage at www.dell.com/regulatory_compliance.

CAUTION: Handle components and cards with care. Do not touch the components or contacts on a card. Hold a card by its edges. Hold a component such as a processor by its edges, not by its pins.

CAUTION: Only a certified service technician should perform repairs on your notebook. Damage due to servicing that is not authorized by Dell is not covered by your warranty.

CAUTION: To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface (such as a connector on the back of the computer).

CAUTION: When you disconnect a cable, pull on its connector or on its pull-tab, not on the cable itself. Some cables have connectors with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.

CAUTION: To avoid damaging the notebook, perform the following steps before you begin working inside the notebook.

1. Ensure that the work surface is flat and clean to prevent the notebook cover from being scratched.
2. Turn off your notebook (for details, refer to "Turning Off Your Notebook" on page 33).
3. If the notebook is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.

CAUTION: To disconnect a network cable, first unplug the cable from your notebook and then unplug the cable from the network device.

4. Disconnect all telephone or network cables from the notebook.
5. Press and eject any installed cards from the ExpressCard slot and the Media Card slot.
6. Disconnect your notebook and all attached devices from their electrical outlets.

CAUTION: To help prevent damage to the system board, you must remove the battery from the battery bay before you service the notebook.

7. Remove the battery from the battery bay (for details, refer to "Removing and Replacing the Battery Pack" on page 17)
8. Press the power button to ground the system board.

Upgrading/Replacing Memory

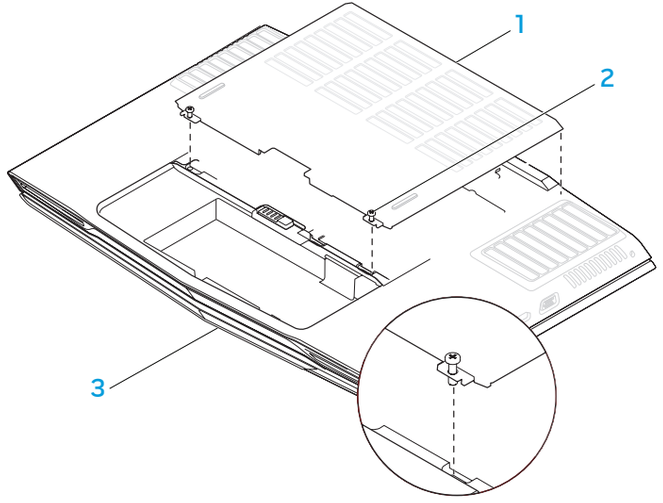
Your notebook is equipped with a configurable memory unit. The industry standard JEDEC PC3-8500/PC3-10600 (DDR3) SODIMM memory module sockets are available for memory upgrade. The table below illustrates all the possible ways system memory can be configured.

Total Memory	Socket #1	Socket #2
2 GB	1 GB	1 GB
3 GB	2 GB	1 GB
3 GB	1 GB	2 GB
4 GB	2 GB	2 GB
6 GB	2 GB	4 GB
6 GB	4 GB	2 GB
8 GB	4 GB	4 GB

Removing the Memory Module(s)

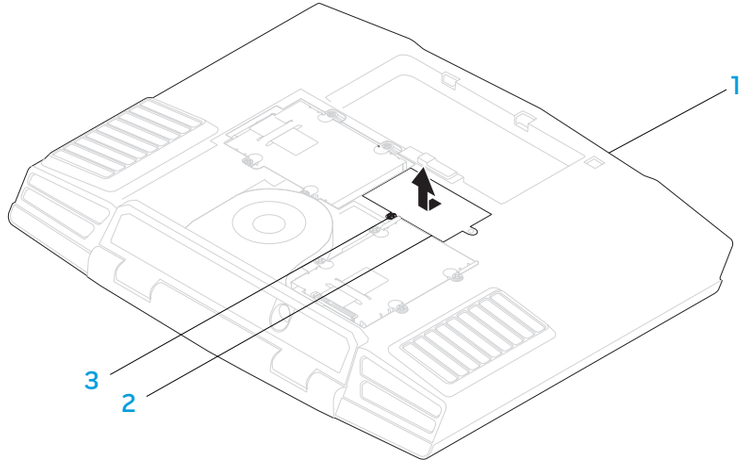
Below is the procedure on how to remove the memory module(s).

1. Follow the instructions in "Before You Begin" on page 33.
2. Loosen the two captive screws and remove the compartment door.



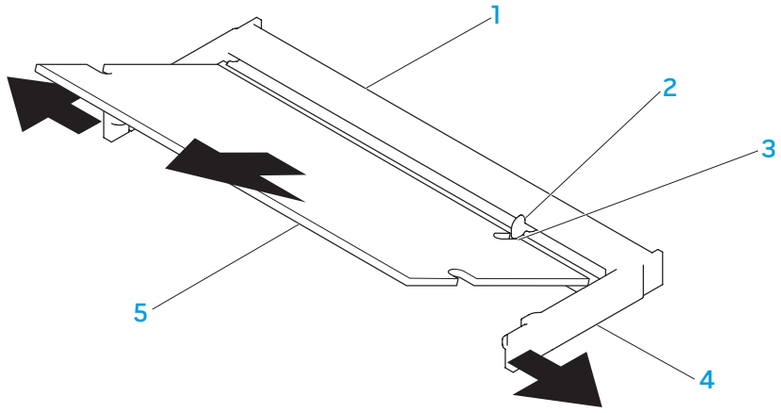
1 compartment door
2 captive screws (2)
3 front of the notebook

3. Loosen the captive screw and remove the memory module door.



1 front of the notebook
2 memory module door
3 captive screw

4. Use your fingertips to carefully spread apart the upper memory module connector's spring-locks until the module pops up.
5. Remove the upper memory module.
6. Use your fingertips to carefully spread apart the lower memory module connector's spring-locks until the module pops up.
7. Remove the lower memory module.



1 memory module connector
2 tab
3 notch
4 spring locks (2)
5 memory module

To replace the memory modules, perform the removal steps in reverse order. While inserting the memory module into the connector align the notch on the memory module to the tab on the connector.

NOTE: If the memory module is not installed properly, the computer may not boot.

Upgrading/Replacing Hard Drives

Your notebook is equipped with two sets of hard drive sockets.

- If only one hard drive is being installed, place the primary hard drive in the socket indicated by the "HDD0" designation.
- If two hard drives are being installed, place the primary hard drive in the socket indicated by the "HDD0" designation and the secondary hard drive in the socket indicated by the "HDD1" designation.

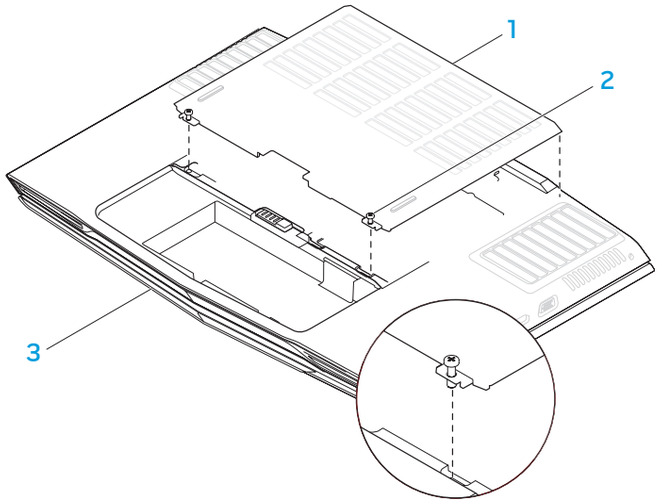
Below are the three major scenarios:

- One Windows® bootable hard drive: The hard drive should be placed in the primary hard drive socket (HDD0).
- One Windows® bootable hard drive and another Windows® non-bootable hard drive: The bootable hard drive should be placed in the primary hard drive socket (HDD0).
- Both hard drives are Windows® bootable: Choose the hard drive you want the computer to boot up from and have this drive installed in the primary hard drive socket (HDD0).

Removing the Hard Drives

Use the procedure below to remove your system's the hard disk drives.

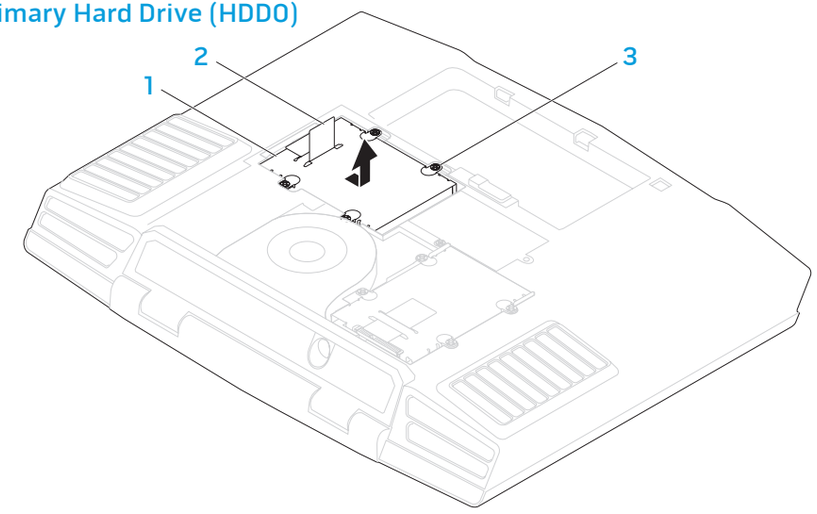
1. Follow the instructions in "Before You Begin" on page 33.
2. Loosen the two captive screws and remove the compartment door.



1 compartment door
2 captive screws (2)
3 front of the notebook

3. Loosen the four captive screws on the primary hard drive (HDD0).
4. Slide the primary hard drive (HDD0) towards the back using the pull tab and lift it out.

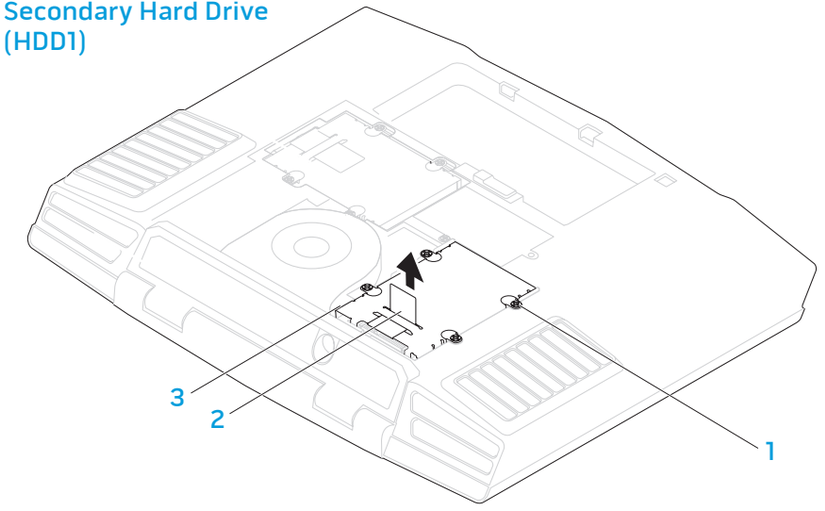
Primary Hard Drive (HDD0)



1 primary hard drive (HDD0)
2 pull tab
3 captive screws (4)

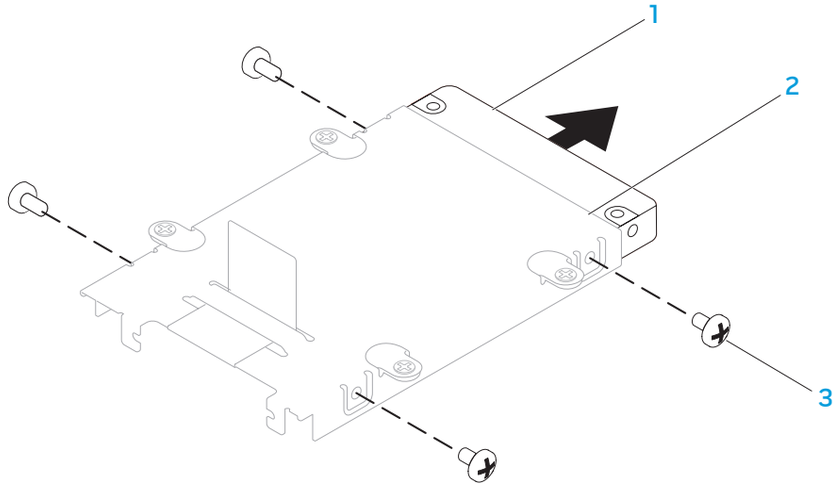
5. Loosen the four captive screws on the secondary hard drive (HDD1).
6. Using the pull tab, lift the secondary hard drive (HDD1) out of the computer base.

Secondary Hard Drive (HDD1)



1 captive screws (4)
2 pull tab
3 secondary hard drive (HDD1)

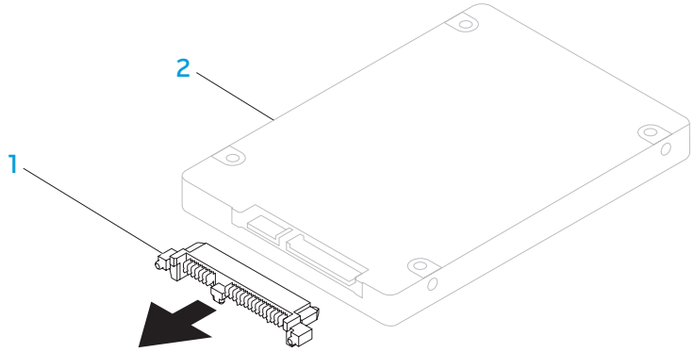
7. Remove the four screws from the sides of both the hard drives.
8. Slide the hard drives out of the respective brackets.



1 hard drive
2 hard drive bracket
3 screws (4)

9. Remove the interposer from the secondary hard drive (HDD1).

Secondary Hard Drive (HDD1)



1 interposer
2 secondary hard drive (HDD1)

To replace the hard drives, perform the removal steps in reverse order.

CHAPTER 6: TROUBLESHOOTING

Basic Hints and Tips

- Computer does not power on: Is your computer securely plugged into a working electrical outlet? If plugged into a power strip, make sure that the strip is actually working.
- Connections: Check all the cables to make sure that there are no loose connections anywhere.
- Power Savings: Make sure that your system is not in Hibernate or Standby mode by pressing the power button for less than 4 seconds. The power status LED will fade from blue to black while in Standby mode; in Hibernate mode it will be off.
- Brightness: Check and adjust the brightness of the LCD screen by pressing the key combinations <Fn><F4> or <Fn><F5>.
- Display Choice: Press the key combination <Fn><F6> to make sure the notebook is not set to "External Only" display.
- Use only the AC adapter that shipped with your notebook.

Backup and General Maintenance

- Always backup your important data on a regular basis and keep copies of your operating system and software safe. Do not forget to note the serial numbers if you are storing them outside of their original cases - e.g., in a CD wallet.
- Run maintenance programs as often as you can. You may schedule these programs to run at times when you are not using your computer. You can use those provided with your operating system, or buy more powerful, dedicated programs to do so.
- Write down your passwords and keep them safe (away from your computer). This is especially important if you choose to password-protect your system's BIOS and operating system.
- Document vital settings such as network, dialup, mail and Internet settings.

When troubleshooting your computer, please remember the following safety guidelines:

- Before touching any of the computer's internal components, touch an unpainted portion of the chassis. Doing so will safely discharge any static electricity, which could damage your computer.
- Turn off your computer and any connected peripherals.
- Disconnect any peripherals from your computer.

WARNING: Never attempt to open a monitor's enclosure. Monitors contain enough power, even when unplugged, to cause severe injury and even death.

Things to check before troubleshooting:

- Ensure that the power cord is properly connected between your computer and a grounded, three-prong power outlet. Make sure that the power outlet is working.
- Make sure the UPS or power strip is turned on (if applicable).
- If your peripheral devices (e.g. keyboard, mouse, printer, etc.) are not working, ensure that all connections are secure.
- If any computer components were added or removed before the problem began, check to see if you performed the installation procedures properly.
- If an error message appears on the screen, please write down the exact error message prior to calling Alienware Technical Support to aid in diagnosing and resolving your issue.
- If an error occurs in a specific program, refer to the program's documentation.

Software Diagnostic Tools

Pre-Boot System Assessment (PSA)

The computer runs the Pre-boot System Assessment (PSA), a series of initial tests of your system board, keyboard, display, memory, hard drive, etc.

To invoke PSA, press <F12> to access the Boot Menu. Select "Diagnostics" from the menu and press <Enter>.

- During the assessment, answer any questions that appear.
- If a failure is detected, the computer stops and beeps. To stop the assessment and restart the computer, press <n>; to continue to the next test, press <y>; to retest the component that failed, press <r>.
- If failures are detected during the Pre-boot System Assessment, write down the error code(s) and contact Alienware (for details, refer to "CONTACTING ALIENWARE" on page 90).

If the Pre-boot System Assessment completes successfully, you receive the message "**Do you want to run the remaining memory tests? This will take about 30 minutes or more. Do you want to continue? (Recommended)**".

Press <y> to continue if experiencing memory issues, else press <n> to finish PSA testing with the following message "Pre-boot System Assessment complete. No Diagnostic Utility Partition identified. Select **OK** to reboot your system."

Press <o> to reboot your computer.

Alienware® Diagnostics

If you experience a problem with your Alienware notebook, run the Alienware Diagnostics before you contact Alienware for technical assistance (for details, refer to "CONTACTING ALIENWARE" on page 90). It is recommended that you print these procedures before you begin.

NOTE: Back up all data before initiating a system recovery. Backup functionality is included in AlienRespawn™ v2.0, but as a precaution it would be better to backup critical files onto an external media before initiating recovery.

NOTE: The Support CD/DVD contains drivers for your computer. You can also download the latest drivers and software for your computer from **support.dell.com**.

Review your notebook's configuration information, and ensure that the device that you want to test displays in the system setup program and is active. Start the Alienware Diagnostics from the Support CD/DVD.

Starting Alienware Diagnostics From the Support CD/DVD

1. Insert the Support CD/DVD.
2. Shut down and restart the notebook.
   When the Alienware logo appears, press <F12> immediately.

NOTE: If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop; then, shut down your computer and try again.

NOTE: The next steps change the boot sequence for one time only. On the next start-up, the computer boots according to the devices specified in the system setup program.

3. When the boot device list appears, highlight **CD/DVD/CD-RW** and press <Enter>.
4. Select **Boot from CD-ROM** from the menu that appears and press <Enter>.
5. Select **Alienware Diagnostics** from the numbered list. If multiple versions are listed, select the version appropriate for your computer.
6. When the Alienware Diagnostics **Main Menu** appears, select the test you want to run.

NOTE: Write down any error codes and problem descriptions exactly as they appear and follow the instructions on the screen.

7. After all tests have completed, close the test window to return to the Alienware Diagnostics Main Menu.
8. Remove your Support CD/DVD, then close the **Main Menu** window to exit the Alienware Diagnostics and restart the computer.

Answers to Common Problems

CD-ROM, DVD-ROM, CD-R/W, DVD±R/W or Blu-ray Drive

The computer does not recognize the disc or drive:

1. Check to see if the disc is properly inserted into the drive with the label facing up.
2. Try another disc.
3. Shut down and restart the computer.
4. Clean the disc.
5. Restart the computer and enter the BIOS setup utility by pressing and holding <Delete> or <F2> (key may vary) as the computer restarts.
6. Check the BIOS to ensure that the IDE controllers are enabled. Check the drive configuration to make sure it is properly configured; refer to any documentation that may be included with your drive.

WARNING: Before working inside your notebook, read the safety information "GENERAL AND ELECTRICAL SAFETY PRECAUTIONS" on page 58 and "DETAILED SAFETY, ENVIRONMENTAL, AND REGULATORY INFORMATION" on page 60. For additional safety best practices information, see the Regulatory Compliance Homepage at www.dell.com/regulatory_compliance.

CAUTION: Follow the instructions in "Before You Begin" on page 33 before working inside your notebook.

7. Shut down your computer, unplug the power cord, and open your computer. Make sure that the cables are properly connected to the drive and the IDE connector on your motherboard or controller card.

An audio CD does not produce sound:

1. Check to see if the audio CD is properly inserted into the drive with the label facing up.
2. Check the volume controls to ensure they are turned up.
3. Make sure that the mute control is not checked.
4. Check the speaker cables to ensure they are properly connected to your sound card.
5. If the computer has two CD drives, try the audio CD in the other drive.
6. Shut down and restart your computer.
7. Clean the CD.
8. Reinstall the audio device drivers.

A DVD or Blu-ray movie does not play:

1. Shut down and restart your computer.
2. Clean the disc.
3. Reinstall the DVD or Blu-ray ray playback software provided with your system.
4. Try another disc. Some discs may have conflict with the drive if the encoding on the DVD or Blu-ray ray disc does not match the encoding recognized by the drive.

System

The computer fails the POST:

The computer POST (Power On Self Test) tests the computer, insuring that it meets the necessary system requirements and that all hardware is working properly before starting the remainder of the boot process. If the computer passes the POST, the computer will continue to start normally. However, if the computer fails the POST, the computer will generate a single beep to indicate a general failure and an error message will be displayed.

Check the AC adapter:

Ensure that the AC adapter is firmly connected to the computer and to the electrical outlet.

The computer stops responding/a solid blue screen appears

WARNING: You might lose data if you are unable to perform an operating system shutdown.

Turn the computer off:

If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 6 seconds until the computer turns off, then restart your computer.

A program stops responding or crashes repeatedly

End the program:

1. Press <Ctrl><Shift><Esc> simultaneously.
2. Click the **Applications** tab and select the program that is no longer responding.
3. Click **End Task**.

NOTE: The chkdsk program may run when you restart the computer. Follow the instructions on the screen.

Check the software documentation.

If necessary, uninstall and then reinstall the program.

A program is designed for an earlier Microsoft® Windows® operating system

Run the Program Compatibility Wizard:

Windows Vista

The Program Compatibility Wizard configures a program so that it runs in an environment similar to non-Windows Vista operating system environments.

1. Click **Start** (Windows Vista® logo) > **Control Panel** > **Programs** > **Use an older program with this version of Windows**.
2. In the welcome screen, click **Next**.

Follow the instructions on the screen.

Other software problems

Check the software documentation or contact the software manufacturer for troubleshooting information:

- Ensure that the program is compatible with the operating system installed on your computer.
- Ensure that your computer meets the minimum hardware requirements needed to run the software. See the software documentation for information.
- Ensure that the program is installed and configured properly.
- Verify that the device drivers do not conflict with the program.
- If necessary, uninstall and then reinstall the program.

Back up your files immediately

Use a virus-scanning program to check the hard drive, or CDs

Save and close any open files or programs and shut down your computer through the Start menu

Scan the computer for spyware:

If you are experiencing slow computer performance, you frequently receive pop-up advertisements, or you are having problems connecting to the Internet, your computer might be infected with spyware. Use an anti-virus program that includes anti-spyware protection (your program may require an upgrade) to scan the computer and remove spyware.

Run the Vista or PSA Diagnostics:

If all tests run successfully, the error condition is related to a software problem.

Hard Drive Problems

Allow the computer to cool before turning it on:

A hot hard drive may prevent the operating system from starting. Try allowing the computer to return to room temperature before turning it on.

Run Check Disk:

Windows Vista

1. Click **Start** (Windows Vista® logo) > **Computer**.
2. Right-click **Local Disk C:**.
3. Click **Properties** > **Tools** > **Check Now**.
   The **User Account Control** window may appear. If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to continue the desired action.
4. Follow the instructions on the screen.

Internet

Cannot browse the Internet/Error: "Unable to locate host.":

1. Check that you are connected to the Internet.
2. Check that the Web address typed into the address bar is correct and for a valid site. Try a different Web address, or URL.
3. If the error message still appears, disconnect from the Internet Service Provider (ISP) and close the browser. Reconnect and open the browser.
4. If the error message still appears, your ISP may be experiencing technical difficulties.

Website connection is slow:

Internet performance can be affected by the following factors:

- The condition of the telephone or network cables being used.
- The condition of the network equipment at your ISP.
- The graphics or multimedia on Web pages.
- Multiple browsers, downloads, or programs open on your computer.

Keyboard

The keyboard is not responding:

Clean the keyboard by using an aerosol can of compressed air with a proper extension to remove dust and lint trapped under the keys.

A keyboard character is repeating:

1. Make sure that there is nothing resting on any of the keys.
2. Check that no key on the keyboard is stuck. Press each key to loosen any keys that may be stuck and then restart your computer.

Spills on the Keyboard:

If liquid of any kind is spilled on the keyboard, turn off the computer. Clean the keyboard using the appropriate cleaning materials and turn it upside down to drain it. Once the keyboard has dried, turn on the computer. If the keyboard does not work, it needs to be replaced.

Keyboards damaged due to spills are not covered under limited warranty.

Memory

Memory errors detected on start up:

1. Check memory modules for correct seating and orientation. Reseat the memory modules if applicable.
2. Computers using a dual-channel memory configuration require that memory modules be installed in pairs. If you require assistance, please contact Alienware Technical Support (for details, refer to "CONTACTING ALIENWARE" on page 90).

Monitor

If the display is blank

NOTE: If you are using a program that requires a higher resolution than your computer supports, it is recommended that you attach an external monitor to your computer.

Check the battery:

If you are using a battery to power your computer, the battery charge may be depleted. Connect the computer to an electrical outlet using the AC adapter, and then turn on the computer.

Test the electrical outlet:

Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

Check the AC adapter:

Check the AC adapter cable connections and ensure that the light is on.

Connect the computer directly to an electrical outlet:

Bypass power protection devices, power strips, and extension cables to verify that the computer turns on.

Switch the video image:

If your computer is attached to an external monitor, press <Fn><F6> to switch the video image to the display.

If the display is difficult to read

Adjust the brightness:

Press <Fn><F4> to increase brightness or <Fn><F5> to decrease brightness.

Adjust the Windows display settings:

Windows Vista

1. Click **Start** (Windows Vista® logo) > **Control Panel** > **Hardware and Software** > **Personalization** > **Display Settings**.
2. Adjust **Resolution** and **Colors settings**, as needed.

Connect an external monitor:

1. Shut down your computer and connect an external monitor to the computer.
2. Turn on the computer and the monitor, and then adjust the monitor brightness and contrast controls.

If the external monitor works, the computer display or video controller may be defective. Contact Alienware support (for details, refer to "CONTACTING ALIENWARE" on page 90).

Mouse

The mouse is not working:

1. Check that the mouse cable is properly plugged into the USB connector of your computer.
2. Check that the mouse cable is not damaged or there are no bent or broken pins. If the mouse cable is damaged, or there are bent or broken pins, the mouse will most likely need to be replaced.
3. Restart your computer.
4. Try a mouse that you know works in the same connector, to ensure that the USB connector is working.
5. Reinstall the device driver.

Power

When the computer is turned on, nothing happens:

1. If the computer is plugged into a surge protector or UPS, make sure that the surge protector or UPS is securely connected to an electrical outlet, is switched on and is working correctly.
2. Check that the wall outlet is working properly by testing another device such as a radio or lamp that you know works. If the wall outlet is not working, please contact an electrician or your power company for further assistance.
3. Check that all devices on the computer are properly connected to your computer and that the computer is properly connected to the surge protector or UPS.

Printer

The printer will not turn on:

1. Check that the power cord is properly connected to a wall outlet.
2. Check that the wall outlet is working properly by testing it with another device such as a radio or lamp that you know works. If the wall outlet is not working, please contact an electrician or your power company for further assistance.

The printer will not print:

1. Check that the power cord is properly connected and the printer is properly connected to the computer. Make sure that the printer is turned on.
2. Check the cable from the printer to the computer for bent or broken pins. If there are bent or broken pins on the cable or the printer connector, a replacement may be required.
3. Check that the printer is online. If the printer is offline, press the online/offline button to switch it to online.
4. If the printer is not the default printer, make sure that it is properly selected in the printer setup.
5. Reinstall the printer driver.

Game Controllers

The computer does not recognize the game controller:

1. Check that the cable connecting the game controller to the computer is not damaged and that it is properly connected.
2. Reinstall the device driver for the game controller.

Speakers

There is no sound from the speakers (external):

Ensure that subwoofer and the speakers are turned on:

See the setup diagram supplied with the speakers. If your speakers have volume controls, adjust the volume, bass, or treble to eliminate distortion.

Adjust the Windows volume control:

Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.

Disconnect headphones from the headphone connector:

Sound from the speakers is automatically disabled when headphones are connected to the headphone connector.

Test the electrical outlet:

Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

Reinstall the audio driver

Run the Vista or PSA Diagnostics

NOTE: The volume control in some MP3 players overrides the Windows volume setting. If you have been listening to MP3 songs, ensure that you did not turn the player volume down or off.

CHAPTER 7: SYSTEM RECOVERY

Your notebook ships with the following media:

- **Recovery CD/DVD** - Contains operating system installation media.
- **Support CD/DVD** - Contains drivers for your computer. You can also download the latest drivers and software for your computer from **support.dell.com**.
- Optional **AlienRespawn v2.0 disc** (if ordered) - Contains the AlienRespawn recovery image.

AlienRespawn v2.0

NOTE: Back up all data before initiating a system recovery. Backup functionality is included in AlienRespawn™ v2.0, but as a precaution it would be better to backup critical files onto an external media before initiating recovery.

AlienRespawn™ v2.0 is a recovery solution which is capable of resolving many software-related problems, including operating system configuration errors, driver installation errors, system file corruption, spyware/virus infection (when used in conjunction with antivirus software), and more.

Unlike other restoration methods, AlienRespawn v2.0 offers the ability to return your computer to its factory default settings without permanently losing your saved data.

If AlienRespawn v2.0 is unable to resolve your problem, contact Alienware Technical Support (for details, refer to "CONTACTING ALIENWARE" on page 90).

Using AlienRespawn™ v2.0

1. Remove any CD/DVD media from your optical drive.
2. Power on your computer (If the system is currently in Windows, restart).
3. When your computer boots, it will display a prompt on the screen for five seconds prior to loading Windows. While this prompt is on the screen, press <F10>.
4. Your computer will now boot into the AlienRespawn v2.0 environment. If this is the first time you have run AlienRespawn v2.0, you must accept the license agreement before proceeding.

Recovery Options

NOTE: Back up all data before initiating a system recovery. Backup functionality is included in AlienRespawn v2.0, but as a precaution it would be better to backup critical files onto an external media before initiating recovery.

AlienRespawn v2.0 offers three methods for system recovery. Each option offers a unique combination of restoration and data-backup features. The details of each method are described below.

Microsoft System Restore

This option provides access to Microsoft System Restore points stored on your computer without having to enter Windows itself. For more information on System Restore, see "Help and Support" within Windows.

This option is best for driver/operating system file corruption. It allows recovery via System Restore even if Windows cannot be accessed and resolves many operating system-related problems without altering user-created files.

System Restore points stored on your hard drive must be intact. If these files or the hard drive itself have been damaged, System Restore may not be accessible. Although System Restore will resolve many operating system problems, it is possible for significant problems, e.g. certain types of virus/spyware infections, to persist after recovery.

Advanced Recovery

This method will completely reformat your hard drive and return your computer to its original factory configuration resolving all software/configuration issues. This option is best for most software-related issues.

A backup of your entire current hard drive will be created in **C:\BACKUP**, from which data files may be copied to permanent locations. Once you have retrieved all desired files, this directory may be safely deleted.

In cases of virus/spyware infection, it is advisable to thoroughly scan and clean **C:\BACKUP** prior to copying files out of it; for this reason, it is recommended that you install and run your preferred third-party antivirus/antispyware utilities prior to retrieving your data.

If viruses or spyware were present prior to running AlienRespawn v2.0, there is a chance of re-infection from backup files if these are not successfully cleaned.

Factory System Recovery

This option is for last-resort system recovery.

This method will completely reformat your hard drive and return your computer to its configuration as shipped. This is a complete system recovery – the entire configuration is restored to its factory default state, resolving all software/configuration issues. Viruses or spyware will be eliminated. However, it is advised that you scan all external storage media to prevent re-infection.

No data backup will be performed. All saved data will be lost.

Password Protection

Since AlienRespawn v2.0 has the ability to reformat your hard drive and can be accessed without entering Windows, the password-protection functionality has been included for your security.

This feature is disabled by default, but can be enabled through the Respawn Settings application, described below.

CAUTION: If you forget your password, you will not be able to access AlienRespawn v2.0, except by booting to the optional AlienRespawn v2.0 disc as described in "To Use the AlienRespawn v2.0 Disc" on page 54). Alienware Technical Support will not be able to recover your password. If you choose to enable password protection, you do so at your own risk.

To Enable or Change Password Settings

1. In Windows, click the **Start** (Windows logo) button, choose **All Programs**, and select the **AlienRespawn v2.0** program group.
2. Click on the icon labeled **Respawn Settings**.
3. The **Respawn Settings** application will launch.
   - If you are enabling password protection for the first time, enter the default password, "alienware" (case-sensitive), in the appropriate field, then click **Submit**.
   - If you have already defined a password, enter your current password in the appropriate field, then click **Submit**.
4. To change your password, enter the new password in both fields in the **Change Password** section, then click **Apply**.
5. To enable or disable password protection, select the check box labeled **Enable Respawn Password Protection**, then click **Apply**.
6. When password protection is enabled, you will be prompted to enter the password after pressing <F10> to run AlienRespawn v2.0 as described in "Using AlienRespawn™ v2.0" on page 52).

AlienRespawn v2.0 Disc

If you ordered the optional AlienRespawn v2.0 disc, you will receive it along with your computer. This disc will allow you to re-deploy AlienRespawn v2.0 to a new hard drive in the event of a hard drive failure.

To Use the AlienRespawn v2.0 Disc

NOTE: The Alienware recovery system is set up to boot from your CD-ROM drive, please verify through the Boot Menu hotkey (see "Boot Menu" on page 31) that your system is set to boot from the optical drive.

1. Insert the AlienRespawn v2.0 disc into your optical drive (Main drive).
2. Power on your computer (if the system is currently in Windows, restart).
3. Your computer will automatically boot into AlienRespawn v2.0 environment.
   - If no recovery partition is detected on your system, AlienRespawn v2.0 will proceed directly to the Complete Recovery option, restoring your system to its factory-shipped state.
   - If an existing AlienRespawn v2.0 recovery partition is detected, you will be prompted to choose to run the recovery process from either the hard drive or from the disc. Running from the hard drive is recommended; however, if this fails, running from the disc may resolve the problem. Whichever you choose, the recovery options will be the same as those described in this section.

This chapter provides the basic specifications of your notebook.

CHAPTER 8: BASIC SPECIFICATIONS

CHAPTER 8: BASIC SPECIFICATIONS

Dimensions

Height	51.31 mm to 53.59 mm (2.02 inches to 2.11 inches) - Front to Back
Width	405.89 mm (15.98 inches)
Depth	321.31 mm (12.65 inches)
Weight (with WUXGA LCD, single NVIDIA graphics card, and 9-cell battery)	5.3 kg (11.68 lbs) **NOTE**: The weight of your notebook will vary depending on the configuration ordered and the manufacturing variability.

Processor and System Chipset

Processor	Intel® Quad-Core Intel® Dual-Core
System Chipset	NVIDIA® GeForce® 9400M G

Memory

Connectors	two internally-accessible DDR3 SODIMM sockets
Capacities	2 GB to 8 GB
Memory types	1067 MHz, 1333 MHz (dual channel configurations)
Memory configurations possible	2 GB, 3 GB, 4 GB, 6 GB, and 8 GB

Ports and Connectors

IEEE 1394a	4-pin serial connector
Network adapter	RJ-45 connector 10/100/1000
USB	four 4-pin USB 2.0-compliant connectors
eSATA	one 11-pin eSATA/USB combo connector
VGA	15-hole connector
HDMI	19-pin connector
DisplayPort	20-pin connector

AC Adapter

Output current -	
240 W	12.31 A (continuous)
Rated output voltage	19.5 VDC

Communications

Network adapter	10/100/1000 Ethernet LAN on system board
Wireless	▪ WLAN Mini-Card (Half Mini-Card slot) ▪ WPAN, Bluetooth card (full card slot)

Discs/Cards supported

Optical drive formats	SATA compliant Blue-ray, DVD-RW combo
Reader card types	▪ Secure digital (SD) memory card ▪ Secure Digital High Capacity (SDHC) card ▪ Secure Digital Input/Output (SDIO) card ▪ Multi Media Card (MMC) ▪ Memory Stick ▪ Memory Stick PRO ▪ xD-Picture Card (type - M and type - H) ▪ Hi Density-SD (SDHD)
Video cards	MXM 3.0 compliant cards with individual power budget of 75W ▪ NVIDIA Single Graphics ▪ NVIDIA Dual SLI Graphics ▪ AMD™ Single Graphics ▪ AMD™ Dual Crossfire Graphics

Display

Type (24-bit color, Dual bulb CCFL panels)	▪ 17.0 inch WXGA+ (1440 x 900) ▪ 17.0 inch WUXGA (1920 x 1200) TrueLife

Keyboard (backlit)

Layouts	U.S. and Canada; Europe; Japan

Camera

Pixel	2.0 megapixel

Battery

Type	9-cell “smart” lithium ion (86 Whr)
Depth	52.3 mm (2.06 inches)
Height	41.54 mm (1.63 inches)
Width	292.7 mm (11.52 inches)
Weight	0.52 kg (1.14 lbs)
Voltage	11.1 VDC
Operating time	2.5 hour battery life Note: Battery operating time varies depending on operating conditions and can be significantly reduced under certain power-intensive conditions.
Life span (approximate)	300 discharge/charge cycles
Temperature range -	
Operating	0° to 35°C (32° to 95°F)
Storage	–40° to 65°C (–40° to 149°F)
Coin-cell battery	CR-2032

APPENDIX A: GENERAL AND ELECTRICAL SAFETY PRECAUTIONS

Computer Setup

1. Read all instructions marked on the product and in the documentation before operating your computer.
2. Retain all safety and operating instructions.
3. Never use this product near water or a heat source.
4. Only set-up the computer on a stable work surface.
5. Only operate the computer using the power source type indicated on the rating label.
6. Never block or cover any openings or fans in the computer case. These are required for ventilation.
7. Never insert objects of any kind into the ventilation openings.
8. Make sure that your computer is properly grounded when in use.

Do not attempt to plug your computer into an outlet that is not properly grounded.

If an extension cord is used with your computer, ensure that the total ampere rating on the computer does not exceed the maximum rating on the extension cord.

Computer Use

1. Route the power cord and all cables away from where people might walk or trip over them. Do not allow anything to rest on the power cord.
2. Do not spill anything on or into your computer.
3. To avoid electrical shock, always unplug all power, modem and any other cables from the wall outlets before handling the computer.

Electrostatic Discharge (ESD) Warning

Electrostatic Discharge (ESD) can cause damage to internal system components if precautions are not taken. ESD is caused by static electricity and the damage caused is usually permanent.

Computer technicians wear a special wrist-strap that grounds them to the computer's case to prevent ESD damage. You can reduce the chances of ESD damage by doing the following:

1. Turn off your computer's power and wait several minutes before starting to work.
2. Ground yourself by touching the case of the computer.
3. Touch only those items which must be replaced.
4. Avoid walking around while replacing items inside the case, especially if you are on a carpet or during low temperature and low humidity.
5. If you have to remove peripheral cards for any reason, place them on the portion of the computer's case that was removed. Do not touch the edge connectors at the bottom of the card that mate to the system board.

General Safety Precautions

- Mechanical Shock: Your computer should never be subjected to severe mechanical shocks. Careless handling of your notebook may cause damage. Mechanical Shock is not covered by the warranty.
- Electrical Shock: If you do not open up your system unit, there is nothing to worry about. Your computer system protects itself against most irregularities in the power source.

When You Should Contact Alienware

- The battery, power cord or plug is damaged.
- Your computer has had liquid spilled into it.
- Your computer was dropped or the case was damaged.
- Normal operation of the computer does not occur when the operating instructions are followed.

Replacement Components or Accessories

It is only advised to use replacement parts or accessories recommended by Alienware.

APPENDIX B: DETAILED SAFETY, ENVIRONMENTAL, AND REGULATORY INFORMATION

General Safety Information

Use the following safety guidelines to help ensure your own personal safety and to help protect your equipment and working environment from potential damage.

You can find additional Safety Best Practices information on the Regulatory Compliance Homepage on **www.dell.com** at the following location: **www.dell.com/regulatory_compliance**.

NOTE: In this document, product, equipment, and device are used interchangeably and refer to all computers.

WARNING: Use of controls, adjustments, procedures, connections, or signal types other than those specified in your documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.

CAUTION: Alienware products are not intended for use in patient health care environments unless specially designated.

CAUTION: Alienware products are not designed for use in flammable or explosive environments.

When setting up the equipment for use:

- Place the computer on a hard, level surface.
- Do not stack the computer, place it in an enclosed space, or otherwise install it where it is subject to heated air. The equipment should have at least 10.2 cm (4 inches) of clearance on all vented sides to permit the airflow required for proper ventilation. Restricting airflow can damage the equipment or cause overheating.

When operating your equipment:

WARNING: Do not operate your equipment with any cover(s) (including computer covers, bezels, filler brackets, front-panel inserts, etc.) removed.

WARNING: Do not use your equipment in a wet environment. Protect equipment from liquid intrusion.

- Do not use damaged equipment, including exposed, frayed, or damaged power cords.
- Disconnect your device and all peripherals (including an integrated or optional modem or TV tuner) from any wall connections during an electrical (lightning) storm or when you will be away for extended periods.
- Do not push any objects into the air vents or openings of your equipment. Doing so can cause fire or electric shock by shorting out interior components.
- Do not allow your portable computer or adapter to operate with the base resting directly on exposed skin for extended periods of time. The surface temperature of the base will rise during normal operation, particularly when AC power is present. Allowing sustained contact with exposed skin can cause discomfort or burn.
- If your equipment does not operate normally, contact Alienware (for details, refer to "CONTACTING ALIENWARE" on page 90) or an authorized dealer or service center for retail purchases.

When Working Inside Your Device

Do not attempt to service the equipment yourself, except as explained in your product documentation or in instructions otherwise provided to you by Dell.

Always follow installation and service instructions closely.

Some internal components, such as PC Cards, may become very warm during normal operation. Before touching any internal components, allow time for them to cool.

Disconnect all cables from the portable computer including the phone cable before opening the memory/modem access door.

This product may contain Optical Disk Drives (ODD), such as a CD-ROM, CDR/W, DVD drive, etc., which have built-in laser devices. To prevent any risk of exposure to laser radiation, do not disassemble or open any ODD assembly for any reason.

NOTE: Additional user information for your optical storage device may be available under the "Manuals" section at **support.dell.com**.

These ODDs comply with safety requirements and are classified as Class 1 Laser Products, under the US DHHS Standard and IEC/EN60825-1 Laser Safety Standard. These ODD devices contain no user adjustments nor any user serviceable or replaceable parts.

Protecting Against Electrostatic Discharge

Electrostatic discharge (ESD) events can harm electronic components inside your equipment. To prevent ESD damage, you should discharge static electricity from your body before you interact with any of your equipment's internal electronic components by touching a metal grounded object, such as an unpainted metal surface on your computer's I/O panel. In addition, as you work inside the equipment, periodically discharge any static charge your body may have accumulated.

General Power Safety

Observe the following guidelines when connecting your equipment to a power source:

- Check the voltage rating before you connect the equipment to an electrical outlet to ensure that the required voltage and frequency match the available power source.
- To prevent electric shock, plug the equipment power cables into properly grounded electrical outlets. If the equipment is provided with a 3-prong power cable, do not use adapter plugs that bypass the grounding feature, or remove the grounding feature from the plug or adapter.
- To remove a portable computer from all power sources, turn the computer off, disconnect the AC adapter from the electrical outlet, and remove any battery installed in the battery bay or module bay.

If your computer uses an AC adapter:

- Use only the provided Alienware AC adapter approved for use with this device. Use of another AC adapter may cause a fire or explosion.
- Use only the following AC adapter family with your notebook:

  -P01E: PA-9E

- Place the AC adapter in a ventilated area, such as a desk top or on the floor, when you use it to run the computer or to charge the battery.

WARNING: Using an incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Alienware that is designed to work with your Alienware computer. Do not use a battery from other computers with your computer.

- The AC adapter may become hot during normal operation of your computer. Use care when handling the adapter during or immediately after operation.
- Do not use an auto adapter DC power cable connected via either an automobile cigarette lighter adapter or an empower-type connector in vehicles with high voltage (24 VDC), such as commercial transport vehicles.

Portable Device Battery Safety

A damaged battery may pose a risk of personal injury. Damage may include impact or shock that dents or punctures the battery, exposure to a flame, or other deformation. Do not disassemble the battery. Handle a damaged or leaking battery pack with extreme care. If the battery is damaged, electrolyte may leak from the cells or fire may result which may cause personal injury.

WARNING: When installing an outside antenna system, exercise extreme care to prevent the antenna system from touching power lines or circuits, as contact with them may be fatal.

Do not expose (store or place) your computer or battery pack to a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 65° C (149° F). When heated to excessive temperatures, battery cells could vent or explode, posing risk of fire.

TV Antenna Safety Instructions

An outside antenna system should not be located in the vicinity of overhead power lines or other light or power circuits, or where it can fall into power lines or circuits.

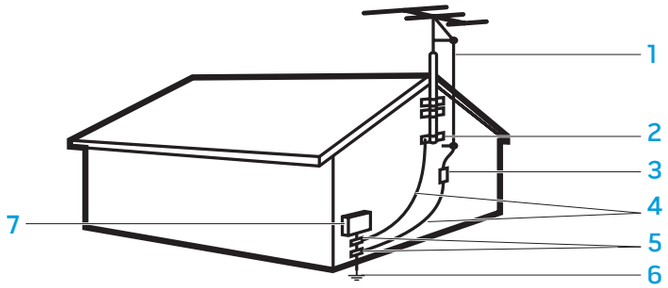
If an outside antenna is connected to the product, be sure that the antenna system is grounded in order to provide protection against voltage surges and built-up static charges. Consult with your local electrical codes for information regarding proper grounding of the mast and supporting structure, grounding of the lead-in wire to the antenna discharge unit, size of grounding conductors, location of the antenna discharge unit, connection of grounding electrodes, and requirements for grounding electrodes.

For users/installers in the United States – Article 810.21 of the United States National Electric Code, ANSI/NFPA No.70, provides information with regard to proper grounding of the mast and supporting structure of an outside antenna system, grounding of the lead-in wire to the antenna discharge unit, size of grounding conductors, location of the antenna discharge unit, connection of grounding electrodes, and requirements for grounding electrodes.

WARNING: For CATV system installers – Section 820.93 of the National Electric Code (NEC), ANSI/NFPA 70:2005 (for US/Canada), and/or EN60728-11:2005 standard (for the European Union), provides guidelines for proper grounding and specifies that the coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

For users/installers in the EU member countries – EN60728-11: 2005 provides information with regard to separation of antenna from electrical power distribution systems, protection from atmospheric over-voltages, protection of the antenna system, earthing and bonding of antenna systems, and mechanical stability of outdoor antennas, including the size of grounding conductors, location of the antenna discharge unit, connection of grounding electrodes, and requirements for grounding electrodes.

Example of Antenna Grounding



1 antenna lead in wire
2 ground clamp
3 antenna discharge unit (NEC Section 810-20)
4 grounding connectors (NEC Section 810-21)
5 ground clamp(s)
6 power service grounding electrode system (NEC Article 250.52)
7 electric service equipment

NOTE: NEC refers to the United States National Electric Code (NEC), ANSI/NFPA 70:2005. Consult with your local electrical code for installation requirements in your area.

WARNING: Excessive sound pressure from earphones or headphones can cause hearing damage or loss. Adjustment of the volume control as well as the equalizer to settings other than the center position may increase the earphones or headphones output voltage, and therefore the sound pressure level. The use of factors influencing the earphones or headphones output other than those specified by the manufacturer (e.g., operating system, equalizer software, firmware, driver, etc.) may increase the earphones or headphones output voltage and therefore the sound pressure level. The use of earphones or headphones other than those specified by the manufacturer may lead to heightened sound pressure level.

Ergonomic Instructions

WARNING: Improper or prolonged keyboard use may result in injury.

WARNING: Viewing a display or external monitor screen for extended periods of time may result in eye strain.

For additional information concerning ergonomics, please go to the Regulatory Compliance homepage on **www.dell.com** at the following location: **www.dell.com/regulatory_compliance**.

Weitere Informationen zur Ergonomie finden Sie auf unserer Website **www.dell.com** unter: **www.dell.com/regulatory_compliance**.

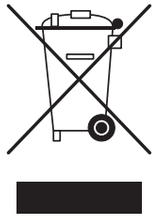
Environmental Considerations

Recycling Information

Dell recommends that customers dispose of their used computer hardware, monitors, printers, and other peripherals in an environmentally sound manner. Potential methods include reuse of parts or whole products and recycling of products, components, and/or materials.

For specific information on Alienware's worldwide recycling programs, see **www.dell.com/recyclingworldwide**.

Waste Electrical and Electronic Equipment (WEEE) Directive



In the European Union, this label indicates that this product should not be disposed of with household waste. It should be deposited at an appropriate facility to enable recovery and recycling. For information on how to recycle this product in your country, please visit: **www.euro.dell.com/recycling**.

Turkey-EEE complies with Directive 'Regulation on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment'.

Battery Disposal

CAUTION: Do not dispose of the battery in a fire or with household waste. Contact your local waste disposal agency for the address of the nearest battery deposit site.

Portable computers use a lithium-ion or a nickel metal hydride battery and a reserve battery. Desktop computers use a a lithium coin cell battery. For instructions about replacing the battery in your computer, see your notebook documentation. The reserve battery is a long-life battery, and it is very possible that you will never need to replace it. However, should you need to replace it, the procedure must be performed by an authorized service technician unless instructions for removing the reserve battery are included in your notebook documentation.

Do not dispose of your computer's battery in a fire or with normal household waste. Battery cells may explode. Discard a used battery according to the manufacturer's instructions or contact your local waste disposal agency for disposal instructions. Dispose of a spent or damaged battery promptly.

Batteries Directive

In the European Union, this label indicates that the batteries in this product should be collected separately and not be disposed of with household waste. Substances in batteries can have a potential negative impact on health and environment and you have a role in recycling waste batteries, thus contributing to the protection, preservation, and improvement of the quality of the environment. You should contact your local authority or retailer for details of the collection and recycling schemes available. Alternatively, please visit: **www.euro.dell.com/recycling**.

Registration, Evaluation, and Authorization of Chemicals (REACH)

REACH is the European Union (EU) chemical substances regulatory framework. Information on substances of very high concern contained in Dell products in a concentration above 0.1% weight by weight (w/w) can be found at **www.dell.com/downloads/global/corporate/environ/Dell_REACH_SVCH_Table.pdf**.

Perchlorate Material

This product's coin cell battery may contain perchlorate and may require special handling when recycled or disposed of. See **www.dtsc.ca.gov/hazardouswaste/perchlorate**.

Regulatory Notices

For Electromagnetic Compatibility (EMC), additional regulatory information, and safety best practices, see the Regulatory Compliance homepage on **www.dell.com** at the following location: **www.dell.com/regulatory_compliance**.

Air Travel Restrictions

Consult and abide by air travel restrictions applicable to electronic devices and the use and transportation of battery packs. For more information see the Regulatory Compliance homepage on **www.dell.com** at the following location: **www.dell.com/regulatory_compliance**.

Export Regulations

Customer acknowledges that these Products, which may include technology and software, are subject to the customs and export control laws and regulations of the United States ("U.S.") and may also be subject to the customs and export laws and regulations of the country in which the Products are manufactured and/or received. Customer agrees to abide by those laws and regulations. Further, under U.S. law, the Products may not be sold, leased or otherwise transferred to restricted end- users or to restricted countries. In addition, the Products may not be sold, leased or otherwise transferred to, or utilized by an end-user engaged in activities related to weapons of mass destruction, including without limitation, activities related to the design, development, production or use of nuclear weapons, materials, or facilities, missiles or the support of missile projects, and chemical or biological weapons.

Finding Additional Information

For additional user information about your computer, monitor, and individual components (such as storage drives, PC cards, and other peripherals) go to **support.dell.com**.

Additional Country-Specific Safety, Regulatory, and Environmental Information

Restrictions of Usage Information

For Products With Wireless LAN / 802.11 Interfaces

Products that fall into this category are denoted by inclusion of the Class 2 identifier symbol (exclamation mark in a circle) accompanying the CE Mark on the products regulatory label, or on the 802.11 plug-in card, example below:

NOTE: The Notified Body number denoted by 'NBnr' will only be present when required and has no bearing on the usage restriction whether present or not.

France

For Mainland France

- 2.400 - 2.4835 GHz (Channels 1-13) authorized for indoor use
- 2.400 -2.454 GHz (Channels 1-7) authorized for outdoor use

For Guiana and Reunion

- 2.400 - 2.4835 GHz (Channels 1-13) authorized for indoor use
- 2.420 - 2.4835 GHz (Channels 5-13) authorized for outdoor use

For all French Territories :

- Only 5.15 -5.35 GHz authorized for 802.11a

Italy

A general authorization is requested for outdoor use in Italy. The use of these equipments are regulated by:

- D.L.gs 1.8.2003, n. 259, article 104 (activity subject to general authorization) for outdoor use and article 105 (free use) for indoor use, in both cases for private use.
- D.M. 28.5.03, for supply to public of RLAN access to networks and telecom services.

Restriktioner af brugsinformation

For produkter med trådløs LAN / 802.11 grænseflade

Produkter i denne kategori er markeret med inkluderingen af identifikationssymbolet for Klasse 2 (udråbstegn i en cirkel) sammen med CE-markeringen på produktets forordningsetiket eller på 802.11 plug-in-kortet, eksempel vist nedenfor:

CE NBnr !

BEMÆRK: Nummeret for det bemyndigede organ er markeret med 'NBnr', og vil kun være vist, når det er nødvendigt og påvirker ikke brugsrestriktionen, uanset om det forefindes eller ej.

Frankrig

For det franske fastland

- 2.400 - 2.4835 GHz (kanaler 1-13) godkendt til indendørs brug
- 2.400 -2.454 GHz (kanaler 1-7) godkendt til udendørs brug

For Fransk Guyana og Réunion

- 2.400 - 2.4835 GHz (kanaler 1-13) godkendt til indendørs brug
- 2.420 - 2.4835 GHz (kanaler 5-13) godkendt til udendørs brug

For alle franske territorier:

- Kun 5.15 -5.35 GHz er godkendt for 802.11a

Italien

En generel godkendelse er nødvendig for udendørs brug i Italien. Brug af disse udstyr reguleres af:

- D.L.gs 1.8.2003, n. 259, article 104 (aktivitet underlagt generel godkendelse) for udendørs brug og article 105 (gratis brug) for indendørs brug, i begge tilfælde til privat brug.
- D.M. 28.5.03, for levering til offentligheden af RLAN-adgang til netværks- og telekomtjenester.

Informatie over beperkingen in gebruik

Voor producten met draadloze LAN / 802.11-aansluitingen

Producten die in deze categorie vallen worden aangegeven met het symbool voor Klasse 2 (uitroepteken in een cirkel), samen met het CE-merkteken op het regellabel van het product of op de 802.11-insteekkaart, zoals bijvoorbeeld hieronder:

CE NBnr ①

OPMERKING: Het nummer dat wordt aangegeven door 'NBnr' (Notified Body number - nummer verwittigde autoriteit) is alleen aanwezig indien vereist en heeft geen relatie tot de gebruiksbeperking, aanwezig of niet.

Frankrijk

Voor continentaal Frankrijk

- 2,400 - 2,4835 GHz (kanalen 1-13) toegestaan voor gebruik binnenshuis
- 2,400 -2,454 GHz (kanalen 1-7) toegestaan voor gebruik buitenshuis

Voor Guyana en Réunion

- 2,400 - 2,4835 GHz (kanalen 1-13) toegestaan voor gebruik binnenshuis
- 2,420 - 2,4835 GHz (kanalen 5-13) toegestaan voor gebruik buitenshuis

Voor alle Franse gebiedsdelen:

- Alleen 5,15 - 5,35 GHz toegestaan voor 802.11a

Italië

Er is een algemene toestemming aangevraagd voor gebruik buitenshuis in Italië. Gebruik van deze apparatuur wordt geregeld in:

- D.L.gs 1.8.2003, n. 259, artikel 104 (activiteit onderhevig aan algemene toestemming) voor gebruik buitenshuis en artikel 105 (vrij gebruik) voor gebruik binnenshuis, in beide gevallen voor persoonlijk gebruik.
- D.M. 28.5.03, voor aanbieden aan het publiek van RLAN-toegang tot netwerken en telecomdiensten.

Informations sur les restrictions relatives à l'utilisation

Pour les produits disposant des interfaces de réseau local sans fil / 802.11

Les produits qui entrent dans cette catégorie se dénotent par l'inclusion du symbole identificateur de la classe 2 (un point d'exclamation dans un cercle) qui accompagne la marque CE sur l'étiquette de réglementation du produit, ou sur la carte enfichable 802.11. En voici un exemple :

CE NBnr ①

REMARQUE : le numéro de l'organisme notifié indiqué par « NBnr » sera présent au besoin et n'a aucun rapport sur la restriction d'utilisation.

France

Pour la France métropolitaine

- 2,400 à 2,4835 GHz (canaux 1 à 13) autorisé en usage intérieur
- 2,400 à 2,454 GHz (canaux 1 à 7) autorisé en usage extérieur

Pour la Guyane et la Réunion

- 2,400 à 2,4835 GHz (canaux 1 à 13) autorisé en usage intérieur
- 2,420 à 2,4835 GHz (canaux 5 à 13) autorisé en usage extérieur

Pour tout le territoire français :

- Seulement 5,15 à 5,35 GHz autorisé pour le 802.11a

Italie

Une autorisation générale est nécessaire pour un usage extérieur en Italie. L'utilisation de ces équipements est régulée par la directive :

- D.L.gs 1.8.2003, n. 259, article 104 (activité sujette à une autorisation générale) en usage extérieur et article 105 (usage libre) en usage intérieur, dans les deux cas pour une utilisation par des particuliers.
- D.M. 28.5.03, pour permettre au public un accès RLAN à des réseaux et services de télécommunications.

Informazioni sulle limitazioni all'uso

Per prodotti con interfacce wireless LAN/802.11

I prodotti che rientrano in questa categoria vengono indicati con l'inserimento del simbolo identificativo della Classe 2 (un punto esclamativo in un cerchio), che accompagna il marchio CE sull'etichetta della normativa dei prodotti, o sulla scheda plug-in 802.11, di cui segue un esempio:

CE NBnr (!)

N.B. Il numero dell'organismo notificato indicato con 'NBnr' sarà presente solo se necessario e se non ha alcun rapporto con la limitazione all'uso, se presente o meno.

Francia

Per la Francia continentale

- 2,400 - 2,4835 GHz (canali 1-13), autorizzati per l'uso interno
- 2,400 -2,454 GHz (canali 1-7), autorizzati per l'uso esterno

Per Guiana e Reunion

- 2,400 - 2,4835 GHz (canali 1-13), autorizzati per l'uso interno
- 2,420 - 2,4835 GHz (canali 5-13), autorizzati per l'uso esterno

Per tutti i territori francesi:

- Solo 5,15 -5,35 GHz, autorizzati per 802.11a

Italia

In Italia, è necessaria un'autorizzazione generale per l'uso esterno. L'uso delle presenti apparecchiature è regolato da:

- D.Lgs 1.8.2003, n. 259, articolo 104 (attività soggetta ad autorizzazione generale) per l'uso esterno e articolo 105 (uso libero) per l'uso interno, in entrambi i casi per uso privato.
- D.M. 28.5.03, per fornitura al pubblico dell'accesso RLAN a reti e servizi di telecomunicazione.

Restriksjoner på brukerinformasjon

For produkter med trådløse LAN / 802.11-nettverkskort

Produkter som faller inn under denne kategorien er merket med et Klasse 2-identifikasjonssymbol (utropstegn i en sirkel) ved siden av CE-merket på produktenes forskriftsmerke, eller på 802.11-kortet som vist i eksemplet nedenfor:

CE NBnr ①

MERK: Det anmeldte chassisnummeret (Notified Body number) som betegnes med 'NBnr' er bare tilstede når det er påkrevd og har ingen innflytelse på om bruksbegrensningen er effektiv eller ikke.

Frankrike

For Fastlandsfrankrike

- 2.400 - 2.4835 GHz (Kanalene 1-13) godkjent for innendørs bruk
- 2.400 -2.454 GHz (Kanalene 1-7) godkjent for utendørs bruk

For Guiana og Réunion

- 2.400 - 2.4835 GHz (Kanalene 1-13) godkjent for innendørs bruk
- 2.420 - 2.4835 GHz (Kanalene 5-13) godkjent for utendørs bruk

For alle franske territorier:

- Kun 5.15 -5.35 GHz er godkjent for 802.11a

Italia

En generell godkjennelse er anmodet for utendørs bruk i Italia. Bruken av dette utstyret er regulert av:

- D.L.gs 1.8.2003, n. 259, artikkel 104 (aktivitet underlagt generell godkjennelse) for utendørs bruk og artikkel105 (fri bruk) for innendørs bruk. Begge tilfeller gjelder privat bruk.
- D.M. 28.5.03, for levering til offentlighetens RLAN-tilgang til nettverk og telekomtjenester.

Информация об ограничении на использование

Для изделий с беспроводными сетевыми интерфейсами/интерфейсами 802.11

На входящие в данную группу изделия наносится маркировка Класс 2 (восклицательный знак в круге) вместе со знаком ЕС на табличке с нормативной информацией, или на встраиваемой плате 802.11. Пример:

CE NBnr ①

ПРИМЕЧАНИЕ: Номер уполномоченного органа, указанный как 'NBnr', присутствует только в случае необходимости, а также не имеет какое-либо влияние на ограничения по использованию вне зависимости от их наличия.

Франция

Для материковой части Франции

- 2,400 - 2,4835 ГГц (Каналы 1-13), одобренные для использования в помещениях
- 2,400 -2,454 ГГц (Каналы 1-7), одобренные для использования вне помещений

Для Гвианы и острова Реюньон

- 2,400 - 2,4835 ГГц (Каналы 1-13), одобренные для использования в помещениях
- 2,420 - 2,4835 ГГц (Каналы 5-13), одобренные для использования вне помещений

Для всех Французских территорий:

- Только 5,15 -5,35 ГГц разрешены для 802.11a

Италия

Для использования вне помещений в Италии требуется общая лицензия. Использование данного оборудования регулируется следующими документами:

- D.L.gs 1.8.2003, n. 259, статья 104 (деятельность, подлежащая общему лицензированию) для использования вне помещений и статья 105 (свободное использование) для использования внутри помещений, для личного пользования в обоих случаях.
- D.M. 28.5.03, для предоставления общественных услуг по доступу к локальным сетям и телекоммуникационным услугам по радиосвязи.

Restricciones sobre la información de uso

Para productos con interfaces LAN inalámbricas / 802.11

Los productos que se agrupan dentro de esta categoría están denotados por inclusión del símbolo identificador de la clase 2 (signo de exclamación en un círculo) que se acompañan con la marca CE en la etiqueta sobre las regulaciones de los productos, o en la tarjeta de complemento 802.11, según se muestra a continuación:

CE NBnr ①

NOTA: el número del Organismo notificado indicado mediante "NBnr" solamente estará presente cuando se necesite y no guardará relación con la restricción del uso, esté o no presente.

Francia

Para Francia continental

- 2,400 - 2,4835 GHz (Canales 1-13) autorizado para uso en interiores
- 2,400 - 2,454 GHz (Canales 1-7) autorizado para uso en exteriores

Para Guyana y Reunión

- 2,400 - 2,4835 GHz (Canales 1-13) autorizado para uso en interiores
- 2,420 - 2,4835 GHz (Canales 5-13) autorizado para uso en exteriores

Para todos los territorios franceses:

- Solamente 5,15 - 5,35 GHz autorizados para 802.11a

Italia

Se solicita una autorización general para uso en exteriores en Italia. El uso de estos equipos está regulado por:

- D.L.gs 1.8.2003, n. 259, artículo 104 (actividad sujeta a autorización general) para uso en exteriores y artículo 105 (uso gratuito) para uso en interiores, en ambos casos para uso privado.
- D.M. 28.5.03, para acceso RLAN de suministro a público a redes y servicios telecom

Other Country Specific Information

European Union

Abbreviated R&TTE Directive 1999/5/EC Compliance Statement

Hereby, Alienware Inc. declares that all CE Marked Alienware products incorporating Radio and Telecoms Terminal Equipment functionality are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Danmark

Sikkerhed ved tv-antenne

ADVARSEL: Hvis der følger en galvanisk ledningsadskiller med computeren, skal den galvaniske ledningsadskiller bruges i forbindelse med koaksialkablets stik. Se produktets dokumentation for instruktioner.

United States

Display Lamp Disposal (U.S. Only)

(Hg) LAMPS INSIDE THIS PRODUCT CONTAIN MERCURY (Hg) AND MUST BE RECYLCED OR DISPOSED OF ACCORDING TO LOCAL, STATE, OR FEDERAL LAWS. FOR MORE INFORMATION, CONTACT THE ELECTRONIC INDUSTRIES ALLIANCE AT **WWW.EIAE.ORG.** FOR LAMP SPECIFIC DISPOSAL INFORMATION, CHECK **WWW.LAMPRECYCLE.ORG**.

Suomi

TV-antennin turvallisuus

VAROITUS: Jos tietokoneessa on galvaaninen eristin, sitä on käytettävä sarjassa koaksiaaliantennikytkimen kanssa. Katso ohjeita tuotteen oppaista.

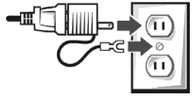
日本

AC プラグアダプタの接続

警告：AC プラグアダプタを使用する場合、緑色のアース線と電源のリード線が接触しないように注意してください。感電、発火またはコンピュータを損傷させる原因となります。

メモ：日本で利用できる一部のデバイスには、AC プラグアダプタが付いていません。

1. 金属製のアースコネクタをコンセントのアース端子に接続します。
   a. アース端子を緩めます。
   b. 金属製のアースコネクタをアース端子の後ろ側に挿入し、アース端子を締めます。



2. AC 電源ケーブルをコンセントに接続します。

バッテリーステートメント（日本）

不要になったバッテリーは、貴重な資源を守る為に廃棄しないで、デル担当窓口：デル PCリサイクルデスク（電話044-556-3481）へお問い合わせください。

Alienware 製品のリサイクルに関しては、**http://www.dell.com/jp/recycle/cons_recycle** にある消費者用 Dell リサイクルサービスまでご連絡ください。

한국

에너지 관련 정보

본 제품의 소비 전력은 플러그를 뽑은 상태에서는 제로가 될 수 있습니다.

Norge

Generell strømsikkerhet

Hvis produktet leveres med en 3-stiftet strømledning, skal strømledningen bare settes i en jordet stikkontakt.

TV-antennesikkerhet

ADVARSEL: Det kan oppstå en potensiell farlig situasjon som skyldes spenningsforskjeller mellom skjermingen av den koaksiale kabelen til kabelfordelingssystemet og jordingen av det lokale utstyret (vanligvis det jordede chassiset til PC-systemet). Unngå eventuelle farer ved å foreta inngangstilkobling for antenne/kabel fra TV-forsterkerkortet til et kabelfordelingssystem gjennom en galvanisk isolator (følger ikke med alle datamaskiner).

Sverige

Allmän elsäkerhet

Om produkten levereras med en 3-polig strömsladd, får den endast anslutas till ett jordat eluttag.

Säkerhet för TV-antenner

VARNING! Om en galvanisk isolator medföljer datorn, måste den seriekopplas med koaxialantennens kontakt. Anvisningar finns i produktdokumentationen.

台灣

公司聯絡詳細資料

依照商品檢驗法案第 11 條條文，Dell 提供對於本文件所涉及產品在台灣地區認證機構的公司聯絡細節：

Dell B.V. 台灣分公司
台灣台北市大安區敦化南路二段
218 號 20 樓

電池聲明 (台灣)

Information para NOM (únicamente para México)

La información siguiente se proporciona en el dispositivo o dispositivos descritos en este documento, en cumplimiento con los requisitos de la Norma oficial mexicana (NOM):

Importador:

Dell México S.A. de C.V.
Paseo de la Reforma 2620 - 11° Piso
Col. Lomas Altas
11950 México, D.F.

Equipos portátiles

Modelo	Voltaje de alimentación	Frecuencia	Consumo eléctrico	Voltaje de salida	Intensidad de salida
P01E	100–240 V CA	50-60 Hz	3,5A	19,5 V de CC	12,3A

APPENDIX C: WARRANTY AND SUPPORT INFORMATION

PLEASE READ THIS DOCUMENT CAREFULLY!

IT CONTAINS THE TERMS AND CONDITIONS OF SALE THAT GOVERN YOUR PURCHASE, UNLESS YOU HAVE A SEPARATE AGREEMENT WITH DELL. THIS DOCUMENT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. THIS DOCUMENT ALSO CONTAINS A DISPUTE RESOLUTION CLAUSE.

U.S. Terms and Conditions of Sale

PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. THIS DOCUMENT CONTAINS A DISPUTE RESOLUTION CLAUSE.

NOTE: These U.S. Terms and Conditions of Sale apply to direct purchases made from Dell by phone, the Internet, or the Dell Direct store.

These terms and conditions ("Agreement") apply to your purchase of products and/or services and support ("Product") sold in the United States by Dell, including its affiliates or subsidiaries. By accepting delivery of the Product, you accept and are bound to the terms and conditions of this Agreement. If you do not wish to be bound by this Agreement, you must notify Dell and return your purchase pursuant to Dell's Return Policy (see **http://www.dell.com/policy/legal/warranty.htm**). **THIS AGREEMENT SHALL APPLY UNLESS (I) YOU HAVE A SEPARATE PURCHASE AGREEMENT WITH DELL, IN WHICH CASE THE SEPARATE AGREEMENT SHALL GOVERN; OR (II) OTHER DELL TERMS AND CONDITIONS APPLY TO THE TRANSACTION.**

1. **Other Documents**. This Agreement may NOT be altered, supplemented, or amended by the use of any other document(s) unless otherwise agreed to in a written agreement signed by both you and Dell. If you do not receive an invoice or acknowledgement in the mail, via e-mail, or with your Product, information about your purchase may be obtained at **https://support.dell.com/dellcare/Invoice.aspx** or by contacting your sales representative.

2. **Payment Terms; Orders; Quotes; Interest.** Terms of payment are within Dell's sole discretion, and unless otherwise agreed to by Dell, payment must be received by Dell prior to Dell's acceptance of an order. Payment for the products will be made by credit card, wire transfer, or some other prearranged payment method unless credit terms have been agreed to by Dell. Invoices are due and payable within the time period noted on your invoice, measured from the date of the invoice. Dell may invoice parts of an order separately. Your order is subject to cancellation by Dell, in Dell's sole discretion. Unless you and Dell have agreed to a different discount, Dell's standard pricing policy for Dell-branded and Alienware-branded systems from Dell, which include both hardware and services in one discounted price, allocates the discount off list price applicable to the service portion of the system to be equal to the overall calculated percentage discount off list price on the entire system. Dell is not responsible for pricing, typographical, or other errors in any offer by Dell and reserves the right to cancel any orders resulting from such errors.

3. **Shipping Charges; Taxes; Title; Risk of Loss.** Shipping and handling are additional unless otherwise expressly indicated at the time of sale. Title to products passes from Dell to Customer on shipment from Dell's facility. Loss or damage that occurs during shipping by a carrier selected by Dell is Dell's responsibility. Loss or damage that occurs during shipping by a carrier selected by you is your responsibility. You must notify Dell within 21 days of the date of your invoice or acknowledgement if you believe any part of your purchase is missing, wrong or damaged. Unless you provide Dell with a valid and correct tax exemption certificate applicable to your purchase of Product and the Product ship-to location, you are responsible for sales and other taxes associated with the order. Shipping dates are estimates only. Title to software will remain with the applicable licensor(s).

4. **Warranties.** THE LIMITED WARRANTIES APPLICABLE TO DELL-BRANDED AND ALIENWARE-BRANDED HARDWARE PRODUCTS FROM DELL CAN BE FOUND AT **http://www.dell.com/policy/legal/warranty.htm** OR IN THE DOCUMENTATION DELL PROVIDES WITH DELL-BRANDED AND ALIENWARE-BRANDED PRODUCTS FROM DELL. DELL MAKES NO WARRANTIES FOR SERVICES, SOFTWARE, OR NON-DELL-BRANDED PRODUCTS, SERVICES, MAINTENANCE OR SUPPORT. SUCH PRODUCTS, SOFTWARE, SERVICES, MAINTENANCE OR SUPPORT ARE PROVIDED BY DELL "AS IS" AND ANY THIRD-PARTY WARRANTIES, SERVICES, MAINTENANCE AND SUPPORT ARE PROVIDED BY THE ORIGINAL MANUFACTURER OR SUPPLIER, NOT BY DELL. DELL MAKES NO EXPRESS WARRANTIES EXCEPT THOSE STATED IN DELL'S APPLICABLE DELL-BRANDED WARRANTY OR SERVICE DESCRIPTION IN EFFECT ON THE DATE OF THE INVOICE, PACKING SLIP OR ACKNOWLEDGEMENT. DELL-BRANDED WARRANTIES AND SERVICES ARE EFFECTIVE ON PAYMENT IN FULL, AND DELL IS NOT OBLIGATED TO HONOR ANY WARRANTY OR PROVIDE SERVICE UNTIL DELL RECEIVES PAYMENT IN FULL. DELL MAY REQUEST CANCELLATION OF THIRD-PARTY-BRANDED SOFTWARE LICENSES, SERVICES, MAINTENANCE OR SUPPORT IF DELL DOES NOT RECEIVE PAYMENT. IF YOU PURCHASE THIRD-PARTY-BRANDED PRODUCTS, SERVICES, MAINTENANCE, OR SUPPORT, ADDITIONAL THIRD-PARTY TERMS AND CONDITIONS MAY APPLY.

5. **Software.** All software is provided subject to a license agreement and you agree that you will be bound by such license agreement in addition to these terms. Title to software remains with the applicable licensor(s).

6. **Return Policies; Exchanges.** Dell's return policy can be found at **http://www.dell.com/policy/legal/warranty.htm** and you agree to those terms. You must contact us directly before you attempt to return Product to obtain a Return Material Authorization Number for you to include with your return. You must return Product to us in their original or equivalent packaging. You are responsible for risk of loss, shipping and handling fees for returning or exchanging Product. Additional fees may apply. If you fail to follow the return or exchange instructions and policies provided by Dell, Dell is not responsible for Product that is lost, damaged, modified or otherwise processed for disposal or resale. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing.

7. **Changed or Discontinued Product.** Dell's policy is one of ongoing update and revision. Dell may revise and discontinue Product at any time without notice to you and this may affect information saved in your online "cart." Dell will ship Product that has the functionality and performance of the Product ordered, but changes between what is shipped and what is described in a specification sheet or catalog are possible. Parts used in repairing or servicing Product may be new, equivalent-to-new, or reconditioned.

8. **Service and Support.** Service offerings may vary from Product to Product. In addition to these terms and conditions, Dell and/or your third-party service provider may provide such service and support to you in the United States in accordance with the terms and conditions located at **http://www.dell.com/us/en/gen/services/service_service_contracts.htm** or as otherwise delivered to you. Dell and/or your third-party service provider may in their discretion revise their general and optional service and support programs and the terms and conditions that govern them without prior notice to you. Dell has no obligation to provide service or support until Dell has received full payment for the Product or service/support contract you purchased. Dell is not obligated to provide third-party-branded service or support, or service or support for any products or services that you purchased through a third party and not Dell. **It is your responsibility to back up all existing data, software, and programs before receiving services or support (including telephone support). Dell and/or your third-party service provider will have no liability for loss or recovery of data, programs or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by Dell or your third-party service provider.** Neither Dell nor your third-party service provider is permitted by law to copy pirated or copyrighted materials or to copy or handle illegal data. Prior to Dell and/or your third-party service provider providing service or support, you represent that your system(s) does not contain illegal files or data. You also represent that you own the copyright or have a license to make copies to all files on your system and do not have any data that would cause Dell to be liable for copyright infringement if those files were copied by Dell and/or your third-party service provider.

9. **Limitation of Liability.** DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING BUT NOT LIMITED TO ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE, LOST PROFITS, LOSS OF BUSINESS OR FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES AND SUPPORT. EXCEPT AS EXPRESSLY PROVIDED HEREIN, DELL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCT, DELL IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AMOUNT INVOICED FOR THE APPLICABLE PRODUCT. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, THE REMEDIES SET FORTH IN THIS AGREEMENT SHALL APPLY EVEN IF SUCH REMEDIES FAIL THEIR ESSENTIAL PURPOSE.
10. **Not for Resale or Export.** You agree to comply with all applicable laws and regulations of the various states and of the United States. You agree and represent that you are buying for your own internal use only, and not for resale or export. Dell has separate terms and conditions governing resale of Product by third parties and transactions outside the United States. Terms and conditions for resale are located at: **www.dell.com/policy/legal/termsofsale.htm**.
11. **Governing Law. THE PARTIES AGREE THAT THIS AGREEMENT, ANY SALES THEREUNDER, OR ANY CLAIM, DISPUTE OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, CONSUMER PROTECTION, COMMON LAW, AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL arising from or relating to this agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this agreement, Dell's advertising, or any related purchase SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAW.**
12. **Binding Arbitration.** ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL, its agents, employees, principals, successors, assigns, affiliates (collectively for purposes of this paragraph, "Dell") arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to this Agreement), Dell's advertising, or any related purchase SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at **http://www.arb-forum.com**, or via telephone at 1-800-474-2371). In the event of any inconsistency or conflict between NAF Code of Procedure and this Agreement, this Agreement shall control. The arbitration will be limited solely to the dispute or controversy between the customer and Dell. NEITHER THE CUSTOMER NOR DELL SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS, OR ARBITRATE ANY CLAIM AS A REPRESENTATIVE OR CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. The individual (non-class) nature of this dispute provision goes to the essence of the parties' arbitration agreement, and if found unenforceable, the entire arbitration provision shall not be enforced. This transaction involves interstate commerce, and this provision shall be governed by the Federal Arbitration Act 9 U.S.C. sec. 1-16 (FAA). Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Dell will be responsible for paying any individual customer arbitration fees. If any customer prevails on any claim that affords the prevailing party attorneys' fees, or if there is a written agreement providing for fees, the Arbitrator may award reasonable fees to the prevailing party, under the standards for fee shifting provided by law. Otherwise, each party shall pay for its own costs and attorneys' fees, if any. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

U.S. Retail Purchaser End User Agreement

PLEASE READ THIS DOCUMENT CAREFULLY. IT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. THIS DOCUMENT CONTAINS A BINDING ARBITRATION CLAUSE.

NOTE: This Retail Purchaser End User Agreement applies to purchases made from retail sellers.

This Retail Purchaser End User Agreement ("Agreement") governs your retail purchase and use of products and/or services and support ("Product") sold in the United States by Dell, including its affiliates and subsidiaries. By purchasing and using the product, you ("Customer") agree to be bound by the terms of this agreement. If you do not agree, do not use the product, and return the product to your place of purchase (subject to its return policy).

Other Documents

This Agreement may NOT be altered, supplemented, or amended by the use of any other document(s) unless otherwise agreed to in a written agreement signed by both you and Dell.

Warranties

THE LIMITED WARRANTIES APPLICABLE TO DELL-BRANDED AND ALIENWARE-BRANDED HARDWARE PRODUCTS FROM DELL CAN BE FOUND AT **www.dell.com/policy/legal/warranty.htm** OR IN THE DOCUMENTATION FOUND WITH YOUR DELL-BRANDED AND ALIENWARE-BRANDED PRODUCT FROM DELL. DELL MAKES NO WARRANTIES FOR SERVICE, SOFTWARE, OR NON-DELL BRANDED PRODUCT, SERVICE, MAINTENANCE OR SUPPORT. SUCH PRODUCT, SOFTWARE, SERVICE, MAINTENANCE OR SUPPORT IS PROVIDED BY DELL "AS IS" AND ANY THIRD-PARTY WARRANTIES, SERVICES, MAINTENANCE AND SUPPORT ARE PROVIDED BY THE ORIGINAL MANUFACTURER OR SUPPLIER, NOT BY DELL. DELL MAKES NO EXPRESS WARRANTIES EXCEPT THOSE STATED IN DELL'S APPLICABLE DELL-BRANDED WARRANTY OR SERVICE DESCRIPTION IN EFFECT ON THE DATE OF THE PURCHASE OF YOUR PRODUCT. DELL-BRANDED WARRANTIES AND SERVICES ARE EFFECTIVE WHEN YOU HAVE TRANSFERRED THE OWNERSHIP OF THE PRODUCT INTO YOUR NAME, ALTHOUGH THE WARRANTY PERIOD COMMENCES ON THE DATE OF THE PURCHASE. YOU MAY FIND THE INSTRUCTIONS FOR HOW TO TRANSFER OWNERSHIP INTO YOUR NAME IN THE DOCUMENTATION FOUND WITH YOUR COMPUTER OR BY VISITING **www.dell.com/register**. LIKE YOUR USE OF THE PRODUCT, TRANSFERRING OWNERSHIP OF THE PRODUCT INTO YOUR NAME EXPRESSES YOUR INTENT TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU PURCHASE THIRD-PARTY-BRANDED PRODUCT, SERVICES, MAINTENANCE, OR SUPPORT, ADDITIONAL THIRD-PARTY TERMS AND CONDITIONS MAY APPLY.

Software

All software is provided subject to a license agreement and you agree that you will be bound by such license agreement in addition to these terms. Title to software remains with the applicable licensor(s).

Return Policies; Exchanges

Returns and exchanges are governed by the policies of the retailer where you purchased the Product.

Service and Support

Service offerings may vary from Product to Product. In addition to this Agreement's terms and conditions, Dell and/or your third-party service provider may provide such service and support to you in the United States in accordance with the terms and conditions located at **www.dell.com/service_contracts** or as otherwise delivered to you. Dell and/or your third-party service provider may in their discretion revise their general and optional service and support programs and the terms and conditions that govern them without prior notice to you. Dell has no obligation to provide service or support until Dell has received full payment for the service/support contract you purchased. Dell is not obligated to provide third-party branded service or support, or service or support for any products or services that you purchased through a third party and not Dell. It is your responsibility to back up all existing data, software, and programs before receiving services or support (including telephone support). Dell and/or your third-party service provider will have no liability for loss or recovery of data, programs or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by Dell or your third-party service provider. Neither Dell nor your third-party service provider is permitted by law to copy pirated or copyrighted materials or to copy or handle illegal data. Prior to Dell and/or your third-party service provider providing service or support, you represent that your system(s) does not contain illegal files or data. You also represent that you own the copyright, or have a license to make copies, to all files on your system and do not have any data that would cause Dell to be liable for copyright infringement if those files were copied by Dell and/or your third-party service provider. Parts used in repairing or servicing Product may be new, equivalent-to-new, or reconditioned.

Limitation of Liability

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING BUT NOT LIMITED TO ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE, LOST PROFITS, LOSS OF BUSINESS OR FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES AND SUPPORT. EXCEPT AS EXPRESSLY PROVIDED HEREIN, DELL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCT, DELL IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AMOUNT YOU PAID FOR THE APPLICABLE PRODUCT. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, THE REMEDIES SET FORTH IN THIS AGREEMENT SHALL APPLY EVEN IF SUCH REMEDIES FAIL THEIR ESSENTIAL PURPOSE.

Not For Resale or Export

You agree to comply with all applicable laws and regulations of the various states and of the United States. You agree and represent that you are buying for your own internal use only, and not for resale or export. Dell has separate terms and conditions governing resale of Product by third parties and transactions outside the United States. Terms and conditions for resale are located at **www.dell.com/policy/legal/termsofsale.htm**.

Governing Law

THE PARTIES AGREE THAT THIS AGREEMENT, THE PURCHASE AND USE OF THE PRODUCT, OR ANY CLAIM, DISPUTE OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, CONSUMER PROTECTION, COMMON LAW, AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement, Customer's purchase or use of the Product, Dell's advertising, or any related purchase SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAW.

Binding Arbitration

ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL, ITS AGENTS, EMPLOYEES, PRINCIPALS, SUCCESSORS, ASSIGNS, AFFILIATES (COLLECTIVELY FOR PURPOSES OF THIS PARAGRAPH, "DELL") arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to this Agreement), Customer's purchase or use of the Product, Dell's advertising, or any related purchase SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at **www.arb-forum.com**, or via telephone at 1-800-474-2371). In the event of any inconsistency or conflict between NAF Code of Procedure and this Agreement, this Agreement shall control. The arbitration will be limited solely to the dispute or controversy between Customer and Dell. NEITHER CUSTOMER NOR DELL SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS, OR ARBITRATE ANY CLAIM AS A REPRESENTATIVE OR CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. The individual (non-class) nature of this dispute provision goes to the essence of the parties' arbitration agreement, and if found unenforceable, the entire arbitration provision shall not be enforced. This transaction involves interstate commerce, and this provision shall be governed by the Federal Arbitration Act 9 U.S.C. sec. 1-16 (FAA). Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Dell will be responsible for paying any individual customer arbitration fees. If any Customer prevails on any claim that affords the prevailing party attorneys' fees, or if there is a written agreement providing for fees, the Arbitrator may award reasonable fees to the prevailing party, under the standards for fee shifting provided by law. Otherwise, each party shall pay for its own costs and attorneys' fees, if any. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

Limited Warranties and Return Policy

Limited Hardware Warranty for Dell-Branded And Alienware-Branded Hardware Products From Dell (U.S. Only)

Dell-branded and Alienware-branded hardware products from Dell purchased in the U.S. come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited hardware warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip, invoice, or receipt.

What is covered by this limited hardware warranty?

This limited hardware warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded and Alienware-branded hardware products from Dell, including Dell-branded peripheral products.

What is not covered by this limited hardware warranty?

This limited hardware warranty does not cover:

- Software, including the operating system and software added to the Dell-branded and Alienware-branded hardware products from Dell through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  a. External causes such as accident, abuse, misuse, or problems with electrical power
  b. Servicing not authorized by Dell
  c. Usage that is not in accordance with product instructions

d. Failure to follow the product instructions or failure to perform preventive maintenance

e. Problems caused by using accessories, parts, or components not supplied by Dell

- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment
- Normal wear and tear

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED HARDWARE WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED HARDWARE WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. WE WILL HAVE NO LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE OR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited hardware warranty last?

This limited hardware warranty lasts for the time period indicated on your packing slip, invoice, or receipt, except for the following Dell-branded hardware:

- Portable computer batteries carry the lesser of either a 1-year limited hardware warranty or the length of the limited hardware warranty for the Dell computer with which the battery is shipped.
- The limited hardware warranty for Power Adapters purchased independent of a system is one year. Power Adapters purchased with a system are covered by the system limited hardware warranty.
- Your PERC 5 battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited hardware warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited hardware warranty period.
- Projector lamps carry a 90-day limited hardware warranty.
- Memory carries a lifetime limited hardware warranty.
- The limited hardware warranty for monitors purchased independently of a system lasts for the time period indicated on your packing slip or invoice. Monitors purchased with a system are covered by the system limited hardware warranty.
- PDAs, earphones, and remote inline controls carry a 1-year limited hardware warranty.
- Other add-on hardware carries the longer of either a 1-year limited hardware warranty for new parts and a 90-day limited hardware warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.
- Headsets with Bluetooth® wireless technology carry the lesser of either a 1-year limited hardware warranty or the length of the limited hardware warranty for the Dell computer with which the headset, as applicable, is shipped.

The limited hardware warranty on all Dell-branded and Alienware-branded products from Dell begins on the date of the packing slip, invoice, or receipt. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

What do I do if I need warranty service?

Before the warranty expires, please contact us (for details, refer to "CONTACTING ALIENWARE" on page 90) or our authorized representatives. Please also have your Dell Service Tag or order number available.

What will Dell do?

During the 90 days of the 90-day limited hardware warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited hardware warranty and the first year of all other limited warranties, Dell or its authorized representative will repair any Dell-branded and Alienware-branded hardware products from Dell returned to us that prove to be defective in materials or workmanship. If Dell or its authorized representative is not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us via phone or web, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If you purchased through Best Buy, you must have all original sales receipts from your purchase to receive any warranty service at a Best Buy store.

If we determine that the issue is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years: For any remaining period of the limited hardware warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service. If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited hardware warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited hardware warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited hardware warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to **www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm**
- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to **www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm**
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to **www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm**

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited hardware warranty agreement and Dell's terms and conditions of sale located at **www.dell.com**. Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

Dell Return Policy (U.S. Only)

Dell values its relationship with you and offers you the option to return most products you purchase directly from Dell. You may return eligible products for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees, as set forth in detail below.

21-Day Return Period for Certain Hardware and Software Products and Accessories: Unless you have a separate agreement with Dell or except as provided below, all hardware, accessories, peripherals, parts and media-based software that is unopened and still in its sealed package or, if delivered electronically, software you have not accepted by clicking the "I agree to these Terms and Conditions" button, may be returned within 21 days from the date on the packing slip or invoice for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees.

Exceptions to Dell's 21-Day Return Period

- **PowerEdge™**, **PowerConnect™**, and **PowerVault™** products purchased directly from Dell may be returned within 30 days from the date on the packing slip or invoice.
- New **Vostro™**, **OptiPlex™**, **Latitude™**, and **Dell Precision™** systems purchased directly from Dell's Small & Medium Business division may be returned within 30 days from the date on the packing slip or invoice.
- Application software and operating systems that have been installed by Dell may be returned only if installed on a returnable system, and only if you return that system within the applicable return period.

- **Dell EqualLogic**™ and **EqualLogic**-branded products, **Dell|EMC** and **EMC**-branded products, **PowerVault ML6000** tape libraries, non-Dell-branded enterprise products, enterprise software, and customized hardware or software products **may not be returned at any time**. Software licenses purchased under any type of volume license agreement may be returned only with the express approval of the publisher, which in many circumstances will not be granted.

Restocking Fees: Unless the product is defective or the return is a direct result of a Dell error, Dell may charge a restocking fee of up to 15% of the purchase price paid.

How to Return a Product: Before returning a product, you must first contact Dell customer service and obtain a Credit Return Authorization (CRA) number before the end of the applicable return period. Dell will not accept returns without a CRA number. To find the appropriate phone number or to send an e-mail to customer service to request a CRA number, go to **www.dell.com/contact**, or see "Contacting Dell" or "Getting Help" in your customer documentation.

You must ship the product to Dell within 5 days of the date that Dell issues the Credit Return Authorization number, as follows:

- Ship back all products you are seeking to return to Dell and for which you received a CRA number. For partial returns, your credit may be less than the invoice or individual component price due to bundled or promotional pricing or any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition, along with any media, documentation, and any other items that were included in your original shipment.
- Ship the product at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of your return, Dell will issue a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees.

NOTE: Before you return the product to Dell, make sure to back up any data on the hard drive(s) and on any other storage device in the product. Remove any and all confidential, proprietary and personal information, as well as removable media, such as floppy disks, CDs, and PC Cards. Dell is not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media that may be included with your return.

Limited Hardware Warranty Terms for Dell-Branded and Alienware-Branded Hardware Products From Dell (Canada Only)

Dell-branded and Alienware-branded hardware products from Dell purchased in Canada come with either a 1-year, 2-year, 3-year, or 4-year limited hardware warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your invoice.

What is covered by this limited hardware warranty?

This limited hardware warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded and Alienware-branded hardware products from Dell, including Dell-branded and Alienware-branded peripheral products from Dell.

What is not covered by this limited hardware warranty?

This limited hardware warranty does not cover:

- Software, including the operating system and software added to the Dell-branded and Alienware-branded hardware products from Dell through our factory-integration system, or the reloading of the software

- Non–Dell-branded and Solution Provider Direct products and accessories
- Dell-branded consumable products (lamp bulbs for Dell-branded projectors, toner and ink cartridges for Dell-branded printers, batteries, and tape media)
- Problems that result from:
  a. External causes such as accident, abuse, misuse, or problems with electrical power
  b. Servicing not authorized by Dell
  c. Usage that is not in accordance with product instructions
  d. Failure to follow the product instructions or failure to perform preventive maintenance
  e. Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN PRODUCT IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT, FOR THE TERM OF THE WARRANTY PERIOD REFLECTED ON YOUR INVOICE. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. SOME PROVINCES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS. THEREFORE, THE FOREGOING EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY STATEMENT OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited hardware warranty last?

This limited hardware warranty lasts for the time period indicated on your invoice, except for the following Dell-branded hardware which carries the time period indicated below:

- Portable computer batteries carry the lesser of either a 1-year limited hardware warranty or the length of the limited hardware warranty for the Dell computer with which the battery is shipped.
- The limited hardware warranty for Power Adapters purchased independent of a system is one year. Power Adapters purchased with a system are covered by the system limited hardware warranty.
- Your PERC 5 battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited hardware warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited hardware warranty period.
- Projector lamps carry a 90-day limited hardware warranty.
- Memory carries a lifetime limited hardware warranty.
- The limited hardware warranty for monitors purchased independently of a system lasts 3 years or the time period indicated on your invoice. Monitors purchased with a system are covered by the system limited hardware warranty.
- PDAs, earphones, and remote inline controls carry a 1-year limited hardware warranty.

- Other add-on hardware carries the longer of either a 1-year limited hardware warranty for new parts and a 90-day limited hardware warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.

The limited hardware warranty on all Dell-branded and Alienware-branded products from Dell begins on the date of the invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

What do I do if I need warranty service?

Before the warranty expires, please contact us (for details, refer to "CONTACTING ALIENWARE" on page 90). Please also have your Dell Service Tag or order number available.

What will Dell do?

During the 90 days of the 90-day limited hardware warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited hardware warranty and the first year of all other limited warranties, we will repair any Dell-branded and Alienware-branded hardware products from Dell returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in Canada. Please note that we are unable to ship repaired or replaced products to you to an address outside of Canada.

If we determine that the issue is not covered under this warranty, we will notify you and may inform you of service alternatives that are available to you on a fee basis.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years following the first year of all limited warranties: We will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will either invoice you or charge to your credit card the then-current Dell standard price for that part.

We will pay to ship the part to you if you use an address in Canada. Please note that we are unable to ship repaired or replaced products to you to an address outside of Canada.

We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service contract. Please refer to that contract for details on how to obtain service. Dell's service contracts can be found online at **www.dell.ca/servicecontracts** or by calling Customer Care at 1-800-847-4096. If you purchased from Dell a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service. Our third-party service provider's contracts are also available online at **www.dell.ca/servicecontracts**.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited hardware warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited hardware warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. Please note that CompleteCare™Coverage may not be transferred.

For Canada-puchased systems (in-country transfers) and to transfer from one customer to another, go to **www1.ca.dell.com/content/topics/reftopic.aspx/gen/en/ccare?c=ca&l=en&s=gen&˜section=012**.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited hardware warranty agreement located at **www.dell.ca/servicecontracts** and Dell's terms and conditions of sale located at **www.dell.ca**. Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

Dell Return Policy (Canada Only)

Dell values our relationship with you, the end user, and offers a return policy for most products that you purchase directly from Dell. Under this policy, you may return to Dell, within the applicable return policy period, products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Hardware Products and Accessories: Unless you have a separate agreement with Dell or except as provided in the section below, all hardware, accessories, peripherals, parts and software that is unopened and still in its/their sealed package or, if delivered electronically, software you have not accepted by clicking the "I agree to these Terms and Conditions" button, may be returned within thirty (30) days from the date of receipt for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Exceptions to Dell's 30-day return policy:

- PowerEdge, PowerConnect, and PowerVault products may be returned within thirty (30) days from the date of receipt, except that new PowerEdge SC servers and N-series products may only be returned within fourteen (14) days from the date of receipt.
- Application software or an operating system that has been installed by Dell may not be returned unless you return the entire computer under the 30-day return policy.
- Dell/EMC storage products, EMC-branded products, Unisys-branded products, PowerVault 160T tape libraries, enterprise software, non-Dell branded enterprise products, software and/or software licenses purchased under any type of volume purchase agreement or any non-Dell customized hardware and/or software product(s) may not be returned at any time.

Restocking Fees: Unless the product is defective or where otherwise prohibited by law, a restocking fee of 15% may be charged on hardware, accessories, peripherals, parts and unopened software.

How to Return: To return products, you must contact Dell Customer Service at 1-800-847-4096 and receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return.

You must ship the products to Dell within five (5) days of the date that Dell issues the Credit Return Authorization Number. You must:

- Ship back all products you are seeking to return to Dell. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing and any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment.
- Ship the product(s) at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of the complete returned purchase, Dell will issue a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.

Dell™ and Alienware® Software and Peripherals (Canada Only)

Third-Party Software and Peripherals Products

Similar to other resellers of software and peripherals, Dell does not warrant third-party products. Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or publisher only. Third-party manufacturer warranties vary from product to product. Consult your product documentation for specific warranty information. More information may also be available from the manufacturer or publisher.

While Dell and Alienware offer a wide selection of software and peripheral products from Dell, we do not specifically test or guarantee that all of the products we offer work with any or all of the various models of Dell and Alienware computers from Dell, nor do we test or guarantee all of the products we sell on the hundreds of different brands of computers available today. If you have questions about compatibility, we recommend and encourage you to contact the third-party software and peripheral product manufacturer or publisher directly.

Dell-Branded and Alienware-Branded Peripheral Products From Dell

Dell does provide a limited hardware warranty for new Dell-branded and Alienware-branded peripheral products from Dell (products for which Dell is listed as the manufacturer) such as monitors, batteries, memory, docking stations, and projectors. To determine which limited hardware warranty applies to the product you purchased, see the Dell invoice and/or the product documentation that accompanied your product. Descriptions of Dell's limited warranties are described in preceding sections.

APPENDIX D: DELL SOFTWARE LICENSE AGREEMENT

This is a legal agreement between you, the user, and Dell Products L.P or Dell Global B.V. ("Dell"). This agreement covers all software that is distributed with the Dell product, for which there is no separate license agreement between you and the manufacturer or owner of the software (collectively the "Software"). This agreement is not for the sale of Software or any other intellectual property. All title and intellectual property rights in and to Software is owned by the manufacturer or owner of the Software. All rights not expressly granted under this agreement are reserved by the manufacturer or owner of the Software. By opening or breaking the seal on the Software packet(s), installing or downloading the Software, or using the Software that has been preloaded or is embedded in your product, you agree to be bound by the terms of this agreement. If you do not agree to these terms, promptly return all Software items (disks, written materials, and packaging) and delete any preloaded or embedded Software.

You may use one copy of the Software on only one computer at a time. If you have multiple licenses for the Software, you may use as many copies at any time as you have licenses. "Use" means loading the Software in temporary memory or permanent storage on the computer. Installation on a network server solely for distribution to other computers is not "use" if (but only if) you have a separate license for each computer to which the Software is distributed. You must ensure that the number of persons using the Software installed on a network server does not exceed the number of licenses that you have. If the number of users of Software installed on a network server will exceed the number of licenses, you must purchase additional licenses until the number of licenses equals the number of users before allowing additional users to use the Software. If you are a commercial customer of Dell or a Dell affiliate, you hereby grant Dell, or an agent selected by Dell, the right to perform an audit of your use of the Software during normal business hours, you agree to cooperate with Dell in such audit, and you agree to provide Dell with all records reasonably related to your use of the Software. The audit will be limited to verification of your compliance with the terms of this agreement.

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Limited Warranty

Dell warrants that the Software disks will be free from defects in materials and workmanship under normal use for ninety (90) days from the date you receive them. This warranty is limited to you and is not transferable. Any implied warranties are limited to ninety (90) days from the date you receive the Software. Some jurisdictions do not allow limits on the duration of an implied warranty, so this limitation may not apply to you. The entire liability of Dell and its suppliers, and your exclusive remedy, shall be (a) return of the price paid for the Software or (b) replacement of any disk not meeting this warranty that is sent with a return authorization number to Dell, at your cost and risk. This limited warranty is void if any disk damage has resulted from accident, abuse, misapplication, or service or modification by someone other than Dell. Any replacement disk is warranted for the remaining original warranty period or thirty (30) days, whichever is longer.

Dell does NOT warrant that the functions of the Software will meet your requirements or that operation of the Software will be uninterrupted or error free. You assume responsibility for selecting the Software to achieve your intended results and for the use and results obtained from the Software.

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General

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APPENDIX E: CONTACTING ALIENWARE

NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Because availability varies by country and product, some services may not be available in your area.

To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom of the page.
3. Click **Contact Us** on the left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

Websites

You can learn about Alienware products and services on the following websites:

- **www.dell.com**
- **www.dell.com/ap** (Asian/Pacific countries only)
- **www.dell.com/jp** (Japan only)
- **www.euro.dell.com** (Europe only)
- **www.dell.com/la** (Latin American and Caribbean countries)
- **www.dell.ca** (Canada only)

You can access Alienware Support through the following websites:

- **support.dell.com**
- **support.jp.dell.com** (Japan only)
- **support.euro.dell.com** (Europe only)
- **support.la.dell.com** (Argentina, Brazil, Chile, Mexico)

APPENDIX F: IMPORTANT INFORMATION

- PLEASE BACKUP ANY DATA YOU HAVE BEFORE INITIATING A SYSTEM RECOVERY OR SENDING YOUR NOTEBOOK IN FOR REPAIR OR UPGRADES.
- PLEASE RETAIN ALL BOXES THAT WERE ORIGINALLY SHIPPED TO YOU IN CASE YOU NEED TO RETURN ANY MERCHANDISE.
- PLEASE CONTACT OUR TECHNICAL SUPPORT DEPARTMENT AT 1-888-254-3625 WHEN UPGRADING ANY COMPONENTS ON YOUR NOTEBOOK. WE FULLY DOCUMENT CUSTOMER UPGRADES FOR FUTURE SUPPORT PURPOSES.

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